

# **OCCUPATIONAL OUTLOOK 1995**

## **Contra Costa County Private Industry Council**

**A PRODUCT OF THE CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION  
SYSTEM**

**Sponsored by:**

**Contra Costa County Private Industry Council  
State of California Employment Development Department  
California Occupational Information Coordinating Committee**

**In Cooperation with:**

**Contra Costa Economic Partnership**

**For more information, contact:**

**Sondra Rothwell, Labor Market Information Coordinator  
Contra Costa County Private Industry Council  
2425 Bisso Lane, Suite 100  
Concord, California 94520  
Telephone: (510) 646-5023  
FAX: (510) 646-5092**

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We hope you find this report useful.

Arthur C. Miner, Executive Director  
Private Industry Council

Sondra Rothwell  
Labor Market Information Coordinator

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## INTRODUCTION

### CHAPTER 1

This report presents the 1995 findings of the California Cooperative Occupational Information System (CCOIS) formerly called the State and Local Cooperative Labor Market Information Program (LMI). Contra Costa County Private Industry Council conducts this project in partnership with the State of California Employment Development Department (EDD). The survey area of this program includes all of Contra Costa County. When referring to this project in this report, the term LMI program will be used.

### PURPOSE

The purpose of this Occupational Outlook Report is to provide information for labor market decisions, including human resources management, and career and vocational training program planning. Not all occupations included are suitable for training at this time. The Supply/Demand statements must be weighted before training decisions are made. Omission of an occupation from this report does not imply that training for that occupation is inappropriate.

Labor market information is a guide when making labor market decisions, not the absolute answer. Users of labor market information should consider changes which occurred after data collection when making labor market decisions. These changes might be new industries and businesses, plant closures, layoffs, recessions and other economic fluctuations.

### USAGE

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below:

Career Decisions	Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment.
Program Planning	This report provides local planners and administrators with employment and training, and placement data, as well as occupational size and expected growth rates. Program planners can use these data to evaluate, improve, and eliminate programs, or to plan new programs.
Curriculum Design	Training providers can use information about employers' requirements regarding the type of skills training they expect new employees to receive from vocational training programs.
Economic Development	Local governments and economic development agencies can use the supply/demand, occupational size, expected growth rates, and wage data information to determine the suitability of

<b>INTRODUCTION</b>
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**USAGE**

Contra Costa County for business growth and development.

**Program Marketing**

Schools and other local training providers can market training programs more effectively by informing students, employers, and other members of the community that training programs are developed using reliable, locally-developed occupational data.

**Human Resources Management**

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

**EMPLOYER NEEDS**

The LMI program meets employers' needs by ensuring that training providers keep abreast of local employers' hiring requirements.

**SELECTION OF OCCUPATIONS**

Local users of labor market information helped select the occupations for survey at the Contra Costa County Private Industry Council's annual community meeting. Among the participants were chamber of commerce representatives; business owners; human resources personnel; educators; vocational program administrators and counselors; Regional Occupational Program administrators; economic development practitioners; Department of Social Services GAIN personnel; employment and training representatives; Employment Development Department staff; representatives of community-based organizations; and union representatives. In addition, human resources personnel from several major industries in the county (health, telecommunications, petrochemical, steel, construction and real-estate) along with a union representative also participated in an industry roundtable discussion on "Changing and Emerging Occupations and Technologies."

**LIST OF OCCUPATIONS**

The following pages alphabetically lists the occupations surveyed in 1995, and all occupations studied in 1994 (first year of this program) and 1995 by Standard Industrial Classification (SIC) Code Divisions.

**INTRODUCTION****LIST OF OCCUPATIONS****1995 Surveyed Occupations in Alphabetical Order**

Biotechnologists  
Carpenters  
Chemical Plant and System Operators  
Computer Engineers  
Construction Managers  
Data Entry Keyers - Except Composing  
Driver/Sales Workers  
Financial Managers  
First Line Supervisors and Manager/Supervisors - Sales and Related Occupations  
Gardeners, Groundskeepers - Except Farm  
Industrial Truck and Tractor Operators  
Instructional Aides  
Machinists  
Mechanical Engineers  
Painters, Paperhangers - Construction and Maintenance  
Personnel, Training, and Labor Relations Managers  
Pest Controllers and Assistants  
Pharmacy Technicians  
Radiologic Technologists - Therapeutic  
Secretaries, General  
Stock Clerks - Stockroom, Warehouse, Storage Yard  
Teachers - Special Education  
Traffic, Shipping, and Receiving Clerks  
Travel Agents

<b>INTRODUCTION</b>
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<b>LIST OF OCCUPATIONS</b>
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**OCCUPATIONS SURVEYED IN 1994 AND 1995 LISTED BY  
STANDARD INDUSTRIAL CLASSIFICATION (SIC) CODE DIVISIONS**

**Agriculture, forestry, and fishing (except agricultural services)**

None

**Mining**

None

**Construction**

Carpenters, 1995  
Construction Managers, 1995  
Electricians, 1994  
Painters, Paperhangers, 1995  
Plumbers, Pipefitters, Steamfitters, 1994

**Manufacturing**

Biotechnologists, 1995  
Chemical Plant & Systems Operators 1995  
Electrical & Electronic Engineer. Techs., 1994  
Machinists, 1995  
Mechanical Engineers, 1995  
Welders & Cutters, 1994

**Transport., commun., electric, gas & sanitary services**

Driver/Sales Workers, 1995  
Industrial Truck & Tractor Operators, 1995  
Traffic, Shipping, & Receiving Clerks, 1995  
Travel Agents, 1995

**Wholesale trade**

None

**Retail Trade**

1st Line Suprvs. & Mgrs. - Sales, 1995  
Stock Clerks, 1995

**Finance, insurance, and real estate**

Accountants & Auditors, 1994  
Financial Managers, 1995

**Services (including agricultural services)****Architectural**

1994  
Drafters (CAD), 1994

**Auto Repair**

1994  
Automotive Mechanics, 1994

**Business**

Bill & Account Collectors, 1994  
Data Entry Keyers - except Composing, 1995

**Services (Business) - continued**

1st Line Suprvs./Mgrs. - Clerical & Adm., 1994  
General Office Clerks, 1994  
Loan & Credit Clerks, 1994  
Secretaries, General, 1995  
Typists, including Word Processing, 1994

**Computer**

Computer Engineers, 1995  
Computer Operators, 1994  
Computer Programmers, inc. Aides, 1994  
Systems Analysts - Elect. Data Processing, 1994

**Educational**

Instructional Aides, 1995  
Teachers - Special Education, 1995  
Teachers & Instrs., Voc. Ed. & Training, 1994  
Vocational & Educational Counselors, 1994

**Health**

Home Health Care Workers, 1994  
Medical & Clinical Lab Assistants, 1994  
Medical Assistants, 1994  
Medical Records Technicians, 1994  
Pharmacy Technicians, 1995  
Radiologic Technologists - Therapeutic, 1995

**Legal**

Paralegal Personnel, 1994

**Management**

Personnel, Training, & Labor Rels. Mgrs., 1995

**Miscellaneous Services**

Data Processing Equipment Repairers, 1994  
Gardeners, Groundskeepers - except Farm, 1995  
Hazardous Materials & Waste Technicians,  
Heat., Air Conditng. & Refrig. Mechanics.,  
Maintenance Repairers - General Utility, 1994  
Pest Controllers & Assistants, 1995

**Public Administration**

None

**PROGRAM METHODS****CHAPTER 2****OCCUPATIONAL SELECTION**

The following process was used to select the occupations to be included in this program. Initially, criteria were identified by the Contra Costa County Private Industry Council (PIC) staff to narrow down the list of occupations to be surveyed. The criteria were:

- the majority of occupations have a substantial employment base in the county
- the majority of occupations have a substantial number of job openings in the county

For these two criteria, occupational forecast tables prepared by the California Employment Development Department (EDD) were reviewed. These tables provide past, present and future employment by occupation and projected job growth rates for occupations in Contra Costa County. Using these tables, occupations that show a strong projected growth rate and/or have a substantial employment base, and are expected to have a substantial need for replacement employees, were selected.

A preliminary list of occupations was developed. This list was reviewed by local users of labor market information invited to a community meeting at the beginning of the program. With input from these users, occupations were dropped and others added until a final list of occupations to be studied was selected. Each occupation was then clearly defined to ensure that the information collected pertained to the appropriate occupations.

**DEFINITION OF OCCUPATION**

An occupation is the name or title of a job that identifies the various activities and functions of a worker, i.e., occupations represent what workers do. The method for classifying jobs used in the program is the Occupational Employment Statistics (OES) classification system developed by the U.S. Department of Labor's Bureau of Labor Statistics (BLS), or the Dictionary of Occupational Titles (DOT) developed by the Department of Labor. BLS uses the OES classification system nationwide to study staffing patterns within industries. The DOT is used nationwide to properly match jobs with workers.

**SURVEY SAMPLE SELECTION**

After the occupations were selected and defined, an employer sample was developed for each occupation. One consideration in drawing up the employer sample was to identify the industry classification.

An industry is a title for a group of firms that produce similar goods and services. An industry title represents the economic activity in which a firm is engaged. Industries are classified by the Standard Industrial Classification Manual. There are nine major industry groups which contain detailed industry categories. Every firm in the state is classified in one or more of these detailed industry categories, according to the products or services they provide.



**PROGRAM METHODS****SURVEY SAMPLE SELECTION**

EDD staff, using detailed data bases on employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. For example, a pharmacy technician would generally work for a firm classified in the health services category, whereas a secretary may be scattered across several industries, such as health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would receive questionnaires. This sample was carefully reviewed by the LMI Coordinator and employers were added and deleted, as appropriate, to obtain a sample of 30 employers. This process of adding and deleting employers included the following procedures:

- To the extent possible, staff attempted to verify the existence of the occupation at the company in the original sample. Many employers were eliminated from the sample at this time because they never hired in the occupation or no longer hired in the occupation due to downsizing and/or restructuring, they were no longer in business, or a local address or phone number could not be verified. Whenever it was determined that a firm hired in the occupation, a contact person's name was obtained, the study was described, and participation was encouraged.
- As necessary, other employers not selected for the original EDD sample were added to ensure a sample size of 30 employers. These employers were selected based on staff's knowledge of local firms, the Yellow Pages, or other directories of county firms.

**QUESTIONNAIRE DEVELOPMENT**

A basic questionnaire was developed by EDD. In addition, the LMI Coordinator, with the assistance of EDD staff, developed a list of skills that was added to each questionnaire prior to beginning the survey.

**SURVEY PROCEDURES**

The following survey procedures were used:

- Questionnaires were mailed out to the sample of 30 employers for each occupation.
- Employers not responding within a stated response time were contacted by phone to encourage them to return the questionnaire, via mail or fax. Employers were also given the opportunity to complete the questionnaire by phone.
- All surveys were reviewed to monitor accuracy and completeness. Employers were contacted if answers were unclear.
- If a sufficient number of responses could not be obtained from the finalized sample of 30 employers, additional employers were again identified to survey. This was necessary when an employer could not match the occupational description with a company position, or refused to participate in the survey.
- In addition to contacting employers, the LMI Coordinator gathered information from unions and training providers to learn more about a specific occupation.

**PROGRAM METHODS****TABULATION AND RESULTS**

The local LMI Coordinator entered survey responses into a database and tabulations were generated on computer software provided by EDD, with the exception of skills data, which were tabulated separately. From those tabulations, the data were analyzed and the final occupational summaries were prepared.

Each occupational summary contains information on training and hiring requirements, size of the occupation, employment trends, supply and demand, wages and fringe benefits, and other information.

Specific employer information is and will remain confidential.

## TERMS USED IN OCCUPATIONAL SUMMARY SECTION

### CHAPTER 3

Following are descriptions of each section of the Occupational Summaries:

#### OCCUPATION

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) or Dictionary of Occupational Titles (DOT) titles. The titles and definitions are based on the OES dictionary published by the Bureau of Labor Statistics, updated for California as of July 1993, and the DOT, published by the U.S. Department of Labor, Employment and Training Administration, Fourth Edition, Revised in 1991.

#### TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

This section presents the amount and kinds of work experience, education, and skills required by responding employers. Also included in this section are typical employer preferences and key personal traits of those working in the occupation.

**Training** shows the percentage of responding employers who stated they would accept training as a substitute for experience **always, usually, sometimes, or never**. Employers were asked to describe what and how much training is needed.

**Previous work experience required** reports the number of months of previous experience that meet the qualifications of most employers. The months shown on this line represent a range stated by the responding employers.

**Education of recent hires** indicates the level of formal education that most of the recently hired employees in the occupation have. Because employers were asked to check one level of education only from the choices (less than high school, high school or equivalent, some college but no degree, associate 2 year degree, bachelor 4 year degree, or graduate study), whenever at least “some college” was selected, that percentage number was added to the “high school/equivalency” number to show 100 percent for high school or equivalency category.

**Skills and qualifications required** were rated as **very important** to **not important** by responding employers from a list included in the questionnaire. The **new skills** identified represent employers responses regarding the skills needed to perform the functions of the occupation over the next three years.

#### SIZE AND EMPLOYMENT OUTLOOK

##### SIZE

The size of a particular occupation refers to the estimated number of workers within Contra Costa County. Occupational size in Contra Costa County is measured using the following scale:

<b>Small</b>	Less than 451
<b>Medium</b>	451 to 902
<b>Large</b>	903 to 1955
<b>Very Large</b>	1956 and above

<b>TERMS USED IN OCCUPATIONAL SUMMARY SECTION</b>
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## SIZE AND EMPLOYMENT OUTLOOK

### OUTLOOK

In most cases, one of several standard terms will describe the expected growth rate for the outlook period.

<b>Much faster than average</b>	= 1.50 times average or more
<b>Faster than average</b>	= 1.10 to but not including 1.50 times average
<b>Average</b>	= .90 to but not including 1.10 times average
<b>Slower than average</b>	= Less than .90 times average
<b>No significant change, or remain stable</b>	= Zero
<b>Slow Decline</b>	= Less than zero

The projected average growth for Contra Costa County is 11.9 percent.

Unless otherwise noted, the employment trends are projected to seven years in the future. It is important not to overemphasize growth in an occupation.

For most occupations, more openings are the result of workers leaving the labor force (attrition) or changing occupations than of industry growth. Replacement openings are most numerous in occupations with relatively low training.

### SUPPLY AND DEMAND ASSESSMENT

The terms presented in this section of the summary refer to the relative difficulty employers experienced in locating qualified applicants for entry-level and experienced positions in the occupation. The terms used in describing the local supply and demand situation found in the area currently are defined as:

<b>Great difficulty</b>	Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when openings exist.
<b>Some difficulty</b>	Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.
<b>Little difficulty</b>	Supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.
<b>No difficulty</b>	Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

The words most, many, some or few are used when showing percentage of responding employers' replies to an occupation's employment. The reader should use the following guidelines when these terms are used:

<b>Most employers</b>	<b>More than 50 percent</b> of the survey respondents
<b>Many employers</b>	<b>35-50 percent</b> of the survey respondents

<b>TERMS USED IN OCCUPATIONAL SUMMARY SECTION</b>
---

**SUPPLY AND DEMAND ASSESSMENT**

<b>Some employers</b>	<b>10 to but not including 35 percent</b> of the survey respondents
<b>Few employers</b>	<b>Less than 10 percent</b> of the survey respondents

**WAGES**

The wage data enables comparison of salaries within certain ranges. Wage data do not represent official prevailing wages. The ranges represent information obtained primarily from employer surveys and labor market intermediaries, with extreme answers excluded. Intermediaries include unions, employment agencies, and training providers. LMI staff collected wage data in the fall and winter of 1995. Terms used to describe employees' experiences are:

<b>New hires, no experience</b>	The wages of persons trained but with no paid experience in the occupation.
<b>New hires, experienced</b>	The wages paid to journey-level or experienced persons just starting at the firm.
<b>Experienced, after three years with firm</b>	The wages generally paid to persons with three years' journey-level experience at the firm.

**MAJOR EMPLOYING INDUSTRIES**

Types of industries shown in this section were derived from the Standard Industrial Classification (SIC) codes of responding employers.

**OTHER INFORMATION**

**Recruitment** lists main methods responding employers use to recruit employees.

**Promotional opportunities** refers to advancement opportunities to a higher position. This information is obtained from the responding employers answers to the question regarding promotional possibilities from the occupation to a higher level position.

**Hours** shows the full-time, part-time, temporary/on-call, and seasonal status of employees reported by responding employers.

**Related Dictionary of Occupation Titles (DOT) Code** refers the reader to a related DOT code that users could refer to when researching occupations.

**COG#** refers the reader to EDD's California Occupational Guide bulletin.

**1995 OCCUPATIONAL SUMMARIES****CHAPTER 4**

Twenty-four occupational summaries appear in this section. Data on these occupations were collected in the fall and winter of 1995. Changing economic conditions after the survey period could alter the results presented in these summaries.

**DESCRIPTION:** Biotechnologists may be responsible for a wide variety of research laboratory tasks and experiments used to create products such as new drugs and vaccines to combat AIDS, cancer and heart disease. These tasks and experiments may also apply to developing new foods, veterinary medicines, medical devices, plastics and pollution control products. **Non-OES Code 041061999**

### TRAINING , EXPERIENCE & OTHER REQUIREMENTS

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 50%; **sometimes**, 25%; and **never**, 25%. Training desired includes completion of Bachelor degree or Graduate degree and or an internship programs.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 50%; **usually**, 25%; **sometimes**, 0%; and **never**, 25%. Most responding employers report that 6 to 48 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college, 0%; AA degree, 0%; Bachelor's degree, 50%. Graduate study 50%. (Out of 4 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

#### Technical

Completion of courses in biological sciences	3.0
Ability to perform laboratory tasks	3.0
Ability to accurately record and report information	3.0
Ability to implement safe work practices	2.7
Analytical skills	2.7
Ability to analyze data to solve problems	2.3
Ability to interpret data	2.3
Ability to use reference materials (e.g. handbooks)	2.3
Ability to maintain progress notes	2.3
Knowledge of chemistry lab technology	2.3
Ability to use computer application in research	2.0
Ability to use scientific applications software	2.0
Ability to measure and calculate using metrics	2.0
Ability to calibrate instruments	1.7
Ability to write technical material	1.3
Ability to apply decay prevention agents	1.3
Knowledge of food science	0.7

#### Basic

Ability to read and follow instructions	3.0
Ability to write legibly	2.3

#### Personal Or Other

Ability to work as part of a team	3.0
Ability to meet deadlines	3.0
Ability to work under pressure	2.7
Ability to manage multiple priorities	2.3
Ability to consider long-range effects of decisions	2.0

#### Physical

Ability to concentrate for long periods of time	2.3
Operate a microscope for prolonged periods	1.7

### SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Small (213 to 250 by 1999)

Projected new jobs: 37

Openings due to separations: 47

Projected growth between 1992-1999 is faster than average, 17.4 %.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

### SUPPLY/DEMAND ASSESSMENT

#### Degree of difficulty employers have finding qualified applicants :

Employer reported little difficulty finding experienced and inexperienced applicants who met their hiring standards.

**Most** or 75% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 25% expect it to grow. Responding employers reported 19 persons were hired in this occupation during the last 12 months. Of these, **many** 37% were from growth, **most** 53% from turnover and **some** 11% from promotions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%** Contra Costa County, 1995

**67 Jobs Represented****BIOTECHNOLOGISTS****HOURLY WAGES****NON-UNION**

<b>EXPERIENCE</b>	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>
<b>New hires, no experience</b>	<b>\$10.00</b>	<b>\$15.34</b>	<b>\$12.71</b>
<b>New hires, experienced</b>	<b>\$11.00</b>	<b>\$16.44</b>	<b>\$13.90</b>
<b>Experienced, 3 Yrs with Firm</b>	<b>\$13.90</b>	<b>\$18.63</b>	<b>\$15.00</b>

(Out of 4 firms responding, none is union)

**BENEFITS****Offered F/T employees:**

Medical insurance	100%
Dental insurance	100%
Vision insurance	0%
Life insurance	75%
Paid sick leave	75%
Paid vacation	75%
Retirement plan	50%

**Offered P/T employees**

Medical insurance	50%
Dental insurance	50%
Vision insurance	0%
Life insurance	25%
Paid sick leave	50%
Paid vacation	50%
Retirement plan	50%

(Out of 4 firms, all answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Medical laboratories, commercial, physical & biological research offices, and in vitro diagnostic substance companies.

**RECRUITMENT PRACTICES USED**

Employees' referrals	50%	Hire unsolicited applicants	25%
Newspaper ads	100%	In-house promotion or transfer	50%
EDD	25%	Private employment agencies	25%
Private school referrals	25%	Public school or program referrals	50%

(Out of 4 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities:  
Junior and Senior Level Chemist.

**Hours:** Most work full-time 39 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code:** 041.061-026

For more information, see COG# N/A

Contra Costa County, 1995



**CARPENTERS****1995 SURVEY**

**DESCRIPTION:** Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Does not include Cabinetmakers and Bench Carpenters. **OES CODE 871020**

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 20%; **sometimes**, 73%; and **never**, 7%. Training desired includes completion of a carpentry apprenticeship program or training from a vocational trade school.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 27%; **usually**, 47%; **sometimes**, 20%; and **never**, 6%. Most responding employers report that 1 to 36 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college, 7%.  
(Out of 15 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Rough carpentry skills	2.7
Shop math skills	2.6
Finish carpentry skills	2.5
Ability to read blueprints	2.1
Drywall installation and repair skills	1.3
Cost estimating skills	0.9
Ability to use drafting tools	0.9

**Physical**

Ability to lift at least 50 lbs. repeatedly	2.7
Possession of agility and coordination	2.7
Ability to perform strenuous, physically demanding work	2.5
Ability to climb to high places	2.5

**Basic**

Oral communication skills	2.6
Ability to read and follow instructions	2.6
Ability to write legibly	2.1

**Personal Or Other**

Possession of a reliable vehicle	2.8
Ability to work independently	2.6
Ability to provide own hand tools	2.5
Possession of a good DMV driving record	2.3
Willingness to work with close supervision	2.2

**New skills desired:** Leadership, safety training, customer relations skills.

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Very Large (2208 to 2430 by 1999)

Projected new jobs: 222

Openings due to separations: 336

Projected growth between 1992-1999 is slower than average, 10.1%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT**

**Degree of difficulty employers have finding qualified applicants :**

Employers reported little difficulty finding experienced and inexperienced applicants who met their hiring standards.

**Most** or 60% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 33% expect it to grow. A **few** or 7% expect it to decline. Responding employers reported 53 persons were hired in this occupation during the last 12 months. Of these, **some** 23% were from growth, **few** 4% from promotions, **many** 36% from turnover and **many** 37% from temporary/on call positions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%**

Contra Costa County, 1995

**466 Jobs Represented****CARPENTERS****HOURLY WAGES**

EXPERIENCE	NON-UNION			UNION		
	LOW	HIGH	MEDIAN	LOW	HIGH	MEDIAN
New hires, no experience	\$ 7.00	\$ 8.00	\$ 8.00	\$ 8.00	\$10.00	\$ 9.00
New hires, experienced	\$10.00	\$20.00	\$15.00	\$ 9.80	\$24.50	\$24.00
Experienced, 3 Yrs with Firm	\$15.00	\$24.00	\$18.00	\$24.00	\$26.00	\$24.00

(Out of 15 firms responding, 7 firms are union)

**BENEFITS****Offered F/T employees:**

Medical insurance	71%
Dental insurance	50%
Vision insurance	21%
Life insurance	14%
Paid sick leave	36%
Paid vacation	64%
Retirement plan	57%

(Out of 15 firms, 14 answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Building construction, general contractors and carpentry companies.

**RECRUITMENT PRACTICES USED**

Employees' referrals	60%	Hire unsolicited applicants	27%
Newspaper ads	40%	In-house promotion or transfer	27%
EDD	7%	Private employment agencies	13%
Union hall referrals	47%	Public school or program referrals	7%

(Out of 15 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities: Journeyman Carpenter, Project Manager, Foreman, Superintendent and Supervisor.

**Hours:** Most work full-time 40 hrs/wk. Some work temporary/on call 40 hrs/wk.

**CHEMICAL PLANT AND SYSTEM OPERATORS****1995 SURVEY**

**DESCRIPTION:** Chemical Plant and Systems Operators control or operate an entire chemical process or system of machines, such as reduction pots and heated air towers, through the use of panelboards, controlboards, semi-automatic equipment, etc.  
**OES CODE 950080**

**NOTE:** Major employing industries refused to respond to this survey.

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 14%; **usually**, 14%; **sometimes**, 57%; and **never**, 14%. Training desired includes some college lab work and chemical plant operations training.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 14%; **usually**, 0%; **sometimes**, 29%; and **never** 57%. Most responding employers report that 6 to 48 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; College but no degree, 14%.  
 (Out of 7 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

<b>Technical</b>		<b>Basic</b>	
Trained in safe work practices; e.g., disposal of chemical waste	2.8	Ability to read and follow instructions	3.0
Ability to follow statistical process control procedures	2.6	Basic math skills	3.0
Ability to use computer controlled processes	2.4	Oral communication skills	2.6
Ability to follow emergency case processing procedures	2.3	Ability to read and comprehend information quickly	2.6
Ability to write effectively	2.1	<b>Personal Or Other</b>	
Problem solving skills	2.1	Willingness to work nights, weekends and holidays	3.0
Knowledge of chemical compounds	2.0	Possession of mechanical aptitude	2.6
Knowledge of paints and related chemical	1.3	Ability to work as part of a team	2.6
		Ability to work independently	2.1
		Leadership skills	2.1
		<b>Physical</b>	
		Ability to tolerate acids and chemicals	1.7

**New skills desired:** Computer skills

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Medium (702 to 770 by 1999)

Projected new jobs: 68

Openings due to separations: 131

Projected growth between 1992-1999 is slower than average, 9.7%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT**

**Degree of difficulty employers have finding qualified applicants :**

Employers reported some difficulty in finding experienced applicants and little difficulty in finding inexperienced applicants who met their hiring standards.

**Most** or 50% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 33% expect it to grow. **Some or 17%** expect it to decline. Responding employers reported 21 persons were hired in this occupation during the last 12 months. Of these, **most** 62% were from growth, **some** 29% from turnover and **some** 10% from promotions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%** Contra Costa County, 1995

**643 Jobs Represented****CHEMICAL PLANT AND SYSTEM OPERATORS****HOURLY WAGES**

EXPERIENCE	NON-UNION			UNION		
	LOW	HIGH	MEDIAN	LOW	HIGH	MEDIAN
New hires, no experience	\$ 7.44	\$15.00	\$11.18	\$15.90	\$15.90	\$15.90
New hires, experienced	\$ 9.50	\$15.00	\$14.59	\$13.94	\$15.90	\$14.92
Experienced, 3 Yrs with Firm	\$ 9.50	\$20.00	\$16.62	\$14.46	\$20.43	\$17.45

(Out of 7 firms responding, 2 are union)

**BENEFITS****Offered F/T employees:**

Medical insurance	100%
Dental insurance	100%
Vision insurance	43%
Life insurance	100%
Paid sick leave	86%
Paid vacation	100%
Retirement plan	100%

(Out of 7 firms, all answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Industrial gases companies, industrial organic and inorganic chemical firms.

**RECRUITMENT PRACTICES USED**

Employees' referrals	100%	Hire unsolicited applicants	43%
Newspaper ads	57%	In-house promotion or transfer	57%
EDD	71%	Private employment agencies	29%
Public school or program referrals	14%		

(Out of 7 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities:  
Plant Manager, Shift Supervisor, Senior Operator, Manufacturing Foreperson, Head Operator.

**Hours:** All work full-time 40 hrs/wk.

**DESCRIPTION:** Computer Engineers analyze data processing requirements to plan EDP systems to provide system capabilities required for projected work loads. They plan layout and installation of new systems or modification of existing systems. They may set up and control analog or hybrid computer systems to solve scientific and engineering problems. **OES Code 221270**

**NOTE:** Major employing industries refused to respond to this survey.

### TRAINING , EXPERIENCE & OTHER REQUIREMENTS

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 0%; **sometimes**, 78%; and **never**, 22%. Training desired includes computer science degree or equivalent.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 89%; **usually**, 11%; **sometimes**, 0%; and **never**, 0%. Most responding employers report that 10 to 60 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college, 11%; AA degree, 0%; Bachelor's degree, 78%. Graduate study 11%. (Out of 9 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

#### Technical

Ability to analyze data to solve problems	2.9
Completion of computer science courses	2.9
Ability to write documentation of computer procedures	2.9
Ability to write effectively	2.6
Ability to demonstrate knowledge of specific products	2.6
Ability to write detailed technical instructions	2.4
Ability to perform advanced mathematical computations	2.2
Ability to apply marketing techniques	1.3

#### Basic

Ability to read and follow instructions	3.0
Ability to write legibly	3.0
Oral communication skills	2.9
Basic math skills	2.9

#### Personal Or Other

Ability to work as part of a team	3.0
Ability to work independently	2.9
Ability to interact well with others	2.8
Ability to maintain good customer relations	2.4
Willingness to work nights, weekends and holidays	1.9
Willingness to work with close supervision	1.8
Willingness to travel	1.7

**New skills desired:** Advanced networking communication systems, multimedia programming, relational database, www development.

### SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Medium (542 to 886 by 1999)

Projected new jobs: 344

Openings due to separations: 22

Projected growth between 1992-1999 is much faster than average, 63.5%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

### SUPPLY/DEMAND ASSESSMENT

#### Degree of difficulty employers have finding qualified applicants :

Employer reported some difficulty finding experienced applicants and inexperienced applicants who met their hiring standards.

**Most** or 56% of employers responding expect this occupation's employment to grow over the next 3 years, **some** or 22% expect it to remain stable. **Some** or 22% expect it to decline. Responding employers reported 133 persons were hired in this occupation during the last 12 months. Of these, **most** 80% were from growth, **few** 6% from turnover, **few** 6% from temporary/on call and **few** 8% from promotions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%**

Contra Costa County, 1995

**435 Jobs Represented****COMPUTER ENGINEERS****HOURLY WAGES****NON-UNION**

<b>EXPERIENCE</b>	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>
<b>New hires, no experience</b>	<b>\$10.66</b>	<b>\$16.78</b>	<b>\$13.72</b>
<b>New hires, experienced</b>	<b>\$13.64</b>	<b>\$35.96</b>	<b>\$23.01</b>
<b>Experienced, 3 Yrs with Firm</b>	<b>\$19.18</b>	<b>\$38.36</b>	<b>\$28.77</b>

(Out of 9 firms responding, none is union)

**BENEFITS****Offered F/T employees:**

Medical insurance	89%
Dental insurance	67%
Vision insurance	44%
Life insurance	33%
Paid sick leave	100%
Paid vacation	100%
Retirement plan	67%

**Offered P/T employees**

Medical insurance	11%
Dental insurance	11%
Vision insurance	11%
Life insurance	11%
Paid sick leave	11%
Paid vacation	11%
Retirement plan	11%

(Out of 9 firms, all answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Prepackaged software and computer companies, instruments for measuring and testing of electricity and electrical signals, and communications equipment companies.

**RECRUITMENT PRACTICES USED**

Employees' referrals	78%	In-house promotion or transfer	44%
Newspaper ads	78%	Private employment agencies	33%
EDD	11%	Public school or program referrals	11%
Private school referrals	11%		

(Out of 9 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities: MIS Manager, Development Manager, Junior to Senior Engineers and Assistant Managers.

**Hours:** Most work full-time 40 hrs/wk. Few work part-time 30 hrs/wk. Few work temporary/on call 20 hrs/wk. Few work seasonal 40 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code: 033.167-010**

For more information, see COG#488

Contra Costa County, 1995

**CONSTRUCTION MANAGERS****1995 SURVEY**

**DESCRIPTION:** Construction Managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including specialized construction fields, such as carpentry or plumbing. Does not include general managers of large construction contracting firms. **OES Code 150170**

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 7%; **sometimes**, 43%; and **never**, 50%. Training desired includes construction management/supervising, estimating mechanical or civil, and project foreman.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 79%; **usually**, 21%; **sometimes**, 0%; and **never**, 0%. Most responding employers report that 12 to 60 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college, 43%; AA degree, 7%; Bachelor's degree, 43%. (Out of 14 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Understanding of construction terms	2.9
Ability to estimate costs and submit bids	2.8
Knowledge of OSHA safety standards	2.6
Report writing skills	2.5
Understanding of contract law	2.4
Office management skills	2.3
Ability to hire and assign personnel	2.2
Knowledge of EEO & affirmative action prog.	2.1
Understanding of building codes	2.1
Ability to follow purchasing procedures	2.1
Ability to perform advanced mathematical computations	2.1

Civil engineering skills	1.7
Understanding of the collective bargaining process	1.6
Landscape site planning skills	1.4
Understanding of commercial real estate practices	1.0
Possession of a contractor's license	0.8

**Basic**

Oral communication skills	2.9
Ability to write legibly	2.5

**Personal Or Other**

Ability to work independently	2.8
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**New skills desired:** Computer skills.

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Medium (630 to 780 by 1999)

Projected new jobs: 150

Openings due to separations: 71

Projected growth between 1992-1999 is much faster than average, 23.8%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT****Degree of difficulty employers have finding qualified applicants :**

Employers reported some difficulty finding experienced and inexperienced applicants who met their hiring standards.

**Many** or 50% of employers responding expect this occupation's employment to grow over the next 3 years, **many** or 50% expect it to remain stable. Responding employers reported 17 persons were hired in this occupation during the last 12 months. Of these, **most** 65% were from growth, **few** 6% from promotions and **some** 29% from turnover.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%**

Contra Costa County, 1995

**89 Jobs Represented****CONSTRUCTION MANAGERS****HOURLY WAGES**

<b>EXPERIENCE</b>	<b>NON-UNION</b>			<b>UNION</b>		
	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>
<b>New hires, no experience</b>	<b>\$14.38</b>	<b>\$20.00</b>	<b>\$19.59</b>	<b>\$9.59</b>	<b>\$21.58</b>	<b>\$15.58</b>
<b>New hires, experienced</b>	<b>\$16.78</b>	<b>\$25.00</b>	<b>\$23.01</b>	<b>\$23.97</b>	<b>\$26.37</b>	<b>\$26.00</b>
<b>Experienced, 3 Yrs with Firm</b>	<b>\$21.58</b>	<b>\$36.00</b>	<b>\$28.77</b>	<b>\$26.00</b>	<b>\$33.56</b>	<b>\$31.17</b>

(Out of 14 firms responding, 3 firms are union)

**BENEFITS****Offered F/T employees:**

Medical insurance	100%
Dental insurance	79%
Vision insurance	36%
Life insurance	71%
Paid sick leave	86%
Paid vacation	100%
Retirement plan	64%

(Out of 14 firms, all answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

General contractors, subdividers and developers, bridge, tunnel & elevated highway construction

**RECRUITMENT PRACTICES USED**

Employees' referrals	64%	Hire unsolicited applicants	21%
Newspaper ads	50%	In-house promotion or transfer	57%
Private employment agencies	36%		

(Out of 14 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities:  
Project Manager, Division Manager, Chief Estimator.

**Hours:** All work full-time 41 hrs/wk

Related **Dictionary of Occupational Titles (DOT) Code: 182.267-010**

For more information, see COG# N/A

Contra Costa County, 1995



**DATA ENTRY KEYERS - EXCEPT COMPOSING****1995 SURVEY**

**DESCRIPTION:** Data Entry Keyers, except Composing, operate keypunch or key entry devices to prepare data processing input materials on cards, disk or tape. Their duties include machine entry recording, coding, or verifying alphabetic or numeric data. Does not include workers who primarily work with a Data Entry Composing machine. **OES Code 560170**

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 17%; **sometimes**, 50%; and **never**, 33%. Training desired includes typing and use of alpha numeric 10-key pad.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 33%; **usually**, 25%; **sometimes**, 42%; and **never**, 0%. Most responding employers report that 1 to 12 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college, 42%.  
(Out of 12 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Ability to operate a numeric 10-key pad by touch	2.8
Ability to key at least 10,000 strokes per hour	2.5
Proofreading skills	2.4
English grammar, spelling, and punctuation skills	1.8
Ability to type at least 60 words per minutes	1.8
Ability to use word processing software	1.6
Telephone answering skills	1.6

**Physical**

Ability to sit continuously for 2 or more hours	2.8
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**Basic**

Ability to read and follow instructions	2.9
Basic math skills	2.3
Ability to write legibly	2.3
Oral communication skills	2.1

**Personal Or Other**

Ability to perform routine, repetitive work	2.8
Ability to work independently	2.5
Willingness to work with close supervision	2.1

**New skills desired:** Customer service skills.

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Large (1150 to 1320 by 1999)

Projected new jobs: 170

Openings due to separations: 55

Projected growth between 1992-1999 is faster than average, 14.8%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT****Degree of difficulty employers have finding qualified applicants:**

Employers reported little difficulty finding experienced and inexperienced applicants who met their hiring standards.

**Most** or 58% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 33% expect it to grow. A **few** or 8% expect it to decline. Responding employers reported 57 persons were hired in this occupation during the last 12 months. Of these, **few** 2% were from growth, **few** 2% from promotions, **few** 2% from turnover and **most** 95% from temporary/on call positions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%**

Contra Costa County, 1995

**HOURLY WAGES****NON-UNION**

<b>EXPERIENCE</b>	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>
New hires, no experience	\$6.30	\$12.25	\$ 7.50
New hires, experienced	\$7.48	\$14.26	\$ 9.00
Experienced, 3 Yrs with Firm	\$8.63	\$19.29	\$10.00

**BENEFITS****Offered F/T employees:**

Medical insurance	80%
Dental insurance	80%
Vision insurance	50%
Life insurance	60%
Paid sick leave	50%
Paid vacation	90%
Retirement plan	40%

(Out of 12 firms, 10 answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Help supply services, employment agencies, general medical and surgical hospitals, accounting, auditing and bookkeeping companies.

**RECRUITMENT PRACTICES USED**

Employees' referrals	83%	Hire unsolicited applicants	17%
Newspaper ads	92%	In-house promotion or transfer	17%
EDD	67%	Private employment agencies	17%
Private school referral	17%	Public school or program referrals	33%

(Out of 12 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities: Account Representative, Bookkeeper and various clerical positions.

**Hours:** Most work full-time 40 hrs/wk. Many work temporary/on call 40 hrs/wk. Few work part-time 20 hrs/wk.

**DRIVER/SALES WORKERS****1995 SURVEY**

**DESCRIPTION:** Driver/Sales Workers drive trucks or other vehicles over established routes to deliver and sell goods, such as food products; to collect and deliver items, such as laundry; or to collect coins, and to refill and service vending machines. Includes newspaper delivery drivers. **OES CODE 971170**

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 27%; **sometimes**, 45%; and **never**, 27%. Training desired includes customer service training, good driving record, a valid driver's license and sales experience.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 0%; **usually**, 18%; **sometimes**, 64%; and **never**, 18%. Most responding employers report that 6 to 12 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college, 36%.  
(Out of 11 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Cash handling skills	2.8
Ability to read invoices	2.4
Business math skills	2.3
Understanding of inventory techniques	2.3
Record keeping skills	2.2
Knowledge of local streets	2.1
Map reading skills	2.0
Possession of a valid Class A driver's license	1.8
Possession of a valid Class B driver's license	1.6
Bondable	1.4
Automotive maintenance and minor repair skills	1.3

**Basic**

Ability to read and follow instructions	2.8
Oral communication skills	2.6
Ability to write legibly	2.3

**Personal Or Other**

Good grooming skills	2.9
Ability to work independently	2.9
Possession of a good DMV driving record	2.9
Customer service skills	2.8

**Physical**

Ability to lift at least 50 lbs. repeatedly	2.4
Ability to pass a pre-employment medical examination	2.0

**New skills desired:** Computer and customer service skills.

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Large (889 to 1016 by 1999)

Projected new jobs: 127

Openings due to separations: 173

Projected growth between 1992-1999 is faster than average, 14.3%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT****Degree of difficulty employers have finding qualified applicants :**

Employers reported little difficulty finding experienced and inexperienced applicants who met their hiring standards.

**Some** or 27% of employers responding expect this occupation's employment to remain stable over the next 3 years, **most** or 73% expect it to grow. Responding employers reported 45 persons were hired in this occupation during the last 12 months. Of these, **some** 31% were from growth, **few** 9% from promotions, **many** 49% from turnover and **some** 11% from temporary/on call positions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%** Contra Costa County, 1995

251 Jobs Represented

DRIVER/SALES WORKERS

## HOURLY WAGES

EXPERIENCE	NON-UNION			UNION		
	LOW	HIGH	MEDIAN	LOW	HIGH	MEDIAN
New hires, no experience	\$4.25	\$ 7.00	\$6.44	\$5.50	\$13.60	\$8.33
New hires, experienced	\$4.50	\$11.00	\$7.00	\$7.00	\$13.60	\$9.69
Experienced, 3 Yrs with Firm	\$4.50	\$11.00	\$8.37	\$9.59	\$17.00	\$9.80

(Out of 11 firms responding, 4 firms are union)

## BENEFITS

## Offered F/T employees:

Medical insurance	100%
Dental insurance	88%
Vision insurance	63%
Life insurance	38%
Paid sick leave	75%
Paid vacation	88%
Retirement plan	75%

## Offered P/T employees:

Medical insurance	0%
Dental insurance	0%
Vision insurance	0%
Life insurance	0%
Paid sick leave	13%
Paid vacation	13%
Retirement plan	0%

(Out of 11 firms, 8 answered this question)

## MAJOR EMPLOYING INDUSTRIES (In survey area)

Newspaper publishing companies, eating places, linen supply, groceries and related products companies.

## RECRUITMENT PRACTICES USED

Employees' referrals	55%	Hire unsolicited applicants	27%
Newspaper ads	73%	In-house promotion or transfer	55%
EDD	45%	Private employment agencies	9 %
Private school referrals	9%	Public school or program referrals	9%
Union hall referrals	27%		

(Out of 11 firms responding, all answered this question)

## OTHER INFORMATION

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities: Dispatcher, Sales Supervisor, Foreman and District Manager.

**Hours:** Most work full-time 40 hrs/wk. Some work part-time 14 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code:** 292.353-010

For more information, see COG# N/A

Contra Costa County, 1995

**FINANCIAL MANAGERS****1995 SURVEY**

**DESCRIPTION:** Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. Includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions. **OES CODE 130020**

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 0%; **sometimes**, 55%; and **never**, 45%. Training desired includes degree in business administration, consumer lending certification, CPA certified.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 64%; **usually**, 36%; **sometimes**, 0%; and **never**, 0%. Most responding employers report that 12 to 60 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; College but no degree, 18%; Bachelor's degree, 73%; Graduate study, 9%. (Out of 11 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Business math skills	3.0
Ability to plan and organize the work of others	2.8
Report writing skills	2.8
Ability to apply techniques of statistical analysis	2.8
Ability to use computers in accounting applications	2.8
Understanding of regulations affecting financial institutions	2.7
Verbal presentation skills	2.7
Ability to perform advanced mathematical computations	2.6
Cost analysis skills	2.5
Budget analysis skills	2.5
Cost accounting skills	2.5
Financial planning skills	2.4
Ability to analyze securities	2.3
Ability to hire and assign personnel	2.3
Ability to interpret actuarial and probability of loss tables	1.9

**Personal Or Other**

Ability to read and comprehend information quickly	3.0
Ability to work independently	3.0

**New skills desired:** Sales, computer skills.

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Very Large (2368 to 2631 by 1999)

Projected new jobs: 263

Openings due to separations: 236

Projected growth between 1992-1999 is average, 11.1%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT**

**Degree of difficulty employers have finding qualified applicants :**

Employers reported some difficulty finding experienced and inexperienced applicants who met their hiring standards.

**Most** or 73% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 18% expect it to grow. A **few** or 9% expect it to decline. Responding employers reported 0 persons were hired in this occupation during the last 12 months.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%**

Contra Costa County, 1995

**30 Jobs Represented****FINANCIAL MANAGERS****HOURLY WAGES****NON-UNION**

<b>EXPERIENCE</b>	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>
New hires, no experience	\$N/A	\$N/A	\$N/A
New hires, experienced	\$14.38	\$47.95	\$25.57
Experienced, 3 Yrs with Firm	\$15.82	\$48.43	\$25.57

A few employers offer tips/commissions.  
(Out of 11 firms, none is union.)

**BENEFITS****Offered F/T employees:**

Medical insurance	100%
Dental insurance	100%
Vision insurance	91%
Life insurance	91%
Paid sick leave	91%
Paid vacation	91%
Retirement plan	55%

(Out of 11 firms, 11 answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Federal savings institutions, national and state commercial banks, personal credit offices, mortgage banker and real estate agents.

**RECRUITMENT PRACTICES USED**

Employees' referrals	45%	Hire unsolicited applicants	9%
Newspaper ads	55%	In-house promotion or transfer	45%
Private employment agencies	64%		

(Out of 11 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities:  
Account Executive, Senior Manager, Vice President of Finance, Senior Vice President to CFO, Associate Vice President, CEO.

**Hours:** All work full-time 41 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code 160.167-058**  
For more information, see COG# 260

Contra Costa County, 1995

## FIRST LINE SUPERVISORS & MANAGER/SUPERVISORS - SALES & RELATED OCCUPATIONS 1995 SURVEY

**DESCRIPTION:** First Line Supervisors and Managers in Sales and Related Occupations directly supervise and coordinate activities of marketing, sales, and related workers. Working proprietors, in addition to their supervisory duties, may perform management functions, such as budgeting, accounting, marketing, and personnel work. **OES CODE 410020**

### TRAINING , EXPERIENCE & OTHER REQUIREMENTS

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 7%; **sometimes**, 67%; and **never**, 27%. Training desired includes customer service and sales management courses, business administration, marketing, and on-the-job training.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 73%; **usually**, 20%; **sometimes**, 7%; and **never**, 0%. Most responding employers report that 3 to 60 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college 33%; AA degree 7%; Bachelor's degree, 20%; (Out of 15 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

#### Technical

Ability to manage an activity or department	2.9
Problem solving skills	2.9
Verbal presentation skills	2.7
Ability to apply sales techniques	2.7
Business math skills	2.6
Ability to write effectively	2.5
Ability to plan and organize the work of others	2.4
Ability to hire and assign personnel	2.3
Report writing skills	2.2
Record keeping skills	1.8
Bookkeeping skills	1.6

#### Basic

Ability to read and follow instructions	3.0
Oral communication skills	3.0
Ability to write legibly	2.4
<b>Personal Or Other</b>	
Public contact skills	3.0
Ability to work independently	3.0
Ability to work under pressure	3.0
Customer service skills	3.0

**New skills desired:** Computer skills, understanding of legal issues.

### SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Very Large (3716 to 4365 by 1999)

Projected new jobs: 649

Openings due to separations: 445

Projected growth between 1992-1999 is faster than average, 17.5%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

### SUPPLY/DEMAND ASSESSMENT

**Degree of difficulty employers have finding qualified applicants :**

Employers reported some difficulty finding experienced and inexperienced applicants who met their hiring standards.

**Most** or 60% of employers responding expect this occupation's employment to remain stable over the next 3 years, **many** or 40% expect it to grow. Responding employers reported 42 persons were hired in this occupation during the last 12 months. Of these, **few** 2% were from growth, **some** 33% from promotions, **many** 50% from turnover and **some** 14% from temporary/on call positions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%**

Contra Costa County, 1995

**164 Job Represented FIRST LINE SUPERVISORS & MANAGER/SUPERVISORS - SALES AND RELATED OCCUP.**
**HOURLY WAGES**
**NON-UNION**

EXPERIENCE	LOW	HIGH	MEDIAN
New hires, no experience	\$4.75	\$10.79	\$ 8.75
New hires, experienced	\$5.00	\$23.97	\$13.43
Experienced, 3 Yrs with Firm	\$6.50	\$31.17	\$14.40

Some employers offer tips/commissions  
(Out of 15 firms responding, none is union)

**BENEFITS**
**Offered F/T employees:**

Medical insurance	93%
Dental insurance	93%
Vision insurance	73%
Life insurance	80%
Paid sick leave	80%
Paid vacation	100%
Retirement plan	80%
Child care	7%

(Out of 15 firms, all answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Department stores, family clothing & shoe stores, motor vehicle dealers, and lumber and other building materials dealers.

**RECRUITMENT PRACTICES USED**

Employees' referrals	60%	Hire unsolicited applicants	47%
Newspaper ads	67%	In-house promotion or transfer	67%
EDD	27%	Private employment agencies	13%
Private school referrals	7%	Union hall referrals	7%

(Out of 15 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities:  
Site Area and Regional Managers, Buyers and Finance Managers.

**Hours:** Most work full-time 43 hrs/wk. Few work part-time 25 hrs/wk. Few work seasonal 20 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code: 187.167-138**

For more information, see COG# N/A

Contra Costa County, 1995



**DESCRIPTION:** Gardeners and Groundskeepers maintain grounds of public or private property, using hand/power tools or equipment. They may perform any combination of tasks, such as mowing, trimming, planting, watering, fertilizing, digging, raking, and sweeping. Additional duties may include minimal care and upkeep of buildings and equipment. They may plan and execute small-scale landscaping operations. They may dig and prepare graves. Does not include Groundskeepers who disseminate information to the public and patrol public parks to enforce rules and regulations and to detect fires. **OES Code 790300**

### TRAINING , EXPERIENCE & OTHER REQUIREMENTS

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 6%; **usually**, 13%; **sometimes**, 44%; and **never**, 38%. Training desired includes horticultural classes, pesticide applicator certification, and landscape and gardening courses.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 25%; **usually**, 50%; **sometimes**, 19%; and **never**, 6%. Most responding employers report that 6 to 36 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 94%; Some college, 6%; AA degree, 6%.  
(Out of 16 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

#### Technical

Possession of a valid driver's license	2.4
Knowledge of gardening tools	2.3
Lawn and garden care skills	2.3
Pruning skills	2.2
Knowledge of horticulture	1.6
Sprinkler repair skills	1.6
Knowledge of pesticides and herbicides	1.6
Sprinkler installation skills	1.4
Ability to operate tractors	1.3
Plumbing repair skills	1.1

#### Physical

Ability to lift at least 75 lb. repeatedly	2.2
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#### Basic

Ability to read and follow instructions	2.1
Oral communication skills	2.0
Ability to write legibly	1.6
Basic math skills	0.9

#### Personal Or Other

Ability to work independently	2.3
Ability to read and follow instructions	2.1
Public contact skills	1.8
Possession of a reliable vehicle	0.9

**New skills desired:** Environmental safety courses, use of chemicals and gardening equipment (e.g. lawn mowers).

### SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Large (1827 to 2026 by 1999)

Projected new jobs: 199

Openings due to separations: 167

Projected growth between 1992-1999 is average, 10.9%

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

### SUPPLY/DEMAND ASSESSMENT

**Degree of difficulty employers have finding qualified applicants :**

Employers reported little difficulty finding experienced and inexperienced applicants who met their hiring standards.

**Most** or 69% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 19% expect it to grow. **Some** or 13% expect it to decline. Responding employers reported 18 persons were hired in this occupation during the last 12 months. Of these, **some** 17% were from growth, **few** 6% from promotions and **most** 78% from turnover.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%**

**Contr a Costa County, 1995**

**175 Jobs Represented****GARDENERS, GROUNDSKEEPERS - EXCEPT FARM****HOURLY WAGES**

EXPERIENCE	UNION			NON-UNION		
	LOW	HIGH	MEDIAN	LOW	HIGH	MEDIAN
New hires, no experience	\$ 8.00	\$13.87	\$10.00	\$4.50	\$13.15	\$ 7.25
New hires, experienced	\$10.84	\$15.43	\$12.45	\$6.00	\$16.69	\$ 9.00
Experienced, 3 Yrs with Firm	\$12.50	\$18.76	\$14.50	\$8.00	\$18.35	\$12.00

(Out of 16 firms responding, 9 firms are union)

**BENEFITS****Offered F/T employees:**

Medical insurance	75%
Dental insurance	75%
Vision insurance	31%
Life insurance	56%
Paid sick leave	81%
Paid vacation	94%
Retirement plan	63%

**Offered P/T employees:**

Medical insurance	6%
Dental insurance	6%
Vision insurance	0%
Life insurance	6%
Paid sick leave	6%
Paid vacation	6%
Retirement plan	6%

(Out of 16 firms, all answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Lawn & garden services, elementary & secondary schools and local government.

**RECRUITMENT PRACTICES USED**

Employees' referrals	38%	Hire unsolicited applicants	6%
Newspaper ads	69%	In-house promotion or transfer	44%
EDD	19%	Private employment agencies	19%
Union hall referrals	6%	Public school or program referrals	6%

(Out of 16 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities: Landscape Foreman, Lead Maintenance Worker, Equipment Operators, Maintenance Managers and Supervisors.

**Hours:** Most work full-time 40 hrs/wk. Some work temporary/on call 40 hrs/wk. Few work seasonal 40 hrs/wk.

**INDUSTRIAL TRUCK AND TRACTOR OPERATORS****1995 SURVEY**

**DESCRIPTION:** Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with fork lift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. Does not include Logging Tractor Operators. **OES CODE 979470**

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 8%; **usually**, 0%; **sometimes**, 46%; and **never**, 46%. Training desired includes fork lift certification; must have a valid driver's license and pass a pre-employment medical examination.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 31%; **usually**, 15%; **sometimes**, 46%; and **never**, 8%. Most responding employers report that 1 to 24 months experience meet their qualifications.

**Education of recent hires:** Less than high school, 15%; High school grad/equivalent, 85%.  
(Out of 13 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Possession of a valid driver's license	2.9
Automotive maintenance and minor repair skills	1.5
Possession of a fork lift driver's certificate	1.5

**Personal Or Other**

Ability to work independently	2.8
Willingness to work with close supervision	2.2
Possession of mechanical aptitude	1.8

**Basic**

Ability to read and follow instructions	2.8
Oral communication skills	2.6
Ability to write legibly	2.5
Basic math skills	2.4

**Physical**

Ability to pass a pre-employment medical examination	2.8
Ability to lift at least 50 lbs repeatedly	2.7
Good eye-hand coordination	2.4

**New skills desired:** Computer skills

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Medium (669 to 803 by 1999)

Projected new jobs: 134

Openings due to separations: 102

Projected growth between 1992-1999 is much faster than average, 20.0%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT****Degree of difficulty employers have finding qualified applicants :**

Employers reported little difficulty finding experienced and inexperienced applicants who meet their hiring standards.

**Most** or 54% of employers responding expect this occupation's employment to remain stable over the next 3 years, **many** or 46% expect it to grow. Responding employers reported 15 persons were hired in this occupation during the last 12 months. Of these, **most** 60% were from growth, **some**, 20% from turnover and **some**, 20% from temporary/on call positions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%** Contra Costa County, 1995

**60 Jobs Represented****INDUSTRIAL TRUCK AND TRACTOR OPERATORS****HOURLY WAGES**

EXPERIENCE	NON-UNION			UNION		
	LOW	HIGH	MEDIAN	LOW	HIGH	MEDIAN
New hires, no experience	\$ 6.00	\$12.00	\$ 9.00	\$10.00	\$10.00	\$10.00
New hires, experienced	\$ 8.00	\$14.38	\$10.00	\$13.00	\$13.04	\$13.02
Experienced, 3 Yrs with Firm	\$10.00	\$18.99	\$12.00	\$13.35	\$16.00	\$14.68

(Out of 13 firms responding, 2 firms are union)

**BENEFITS****Offered F/T employees:**

Medical insurance	92%
Dental insurance	54%
Vision insurance	15%
Life insurance	69%
Paid sick leave	46%
Paid vacation	85%
Retirement plan	69%

(Out of 13 firms, all answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Lumber and other building materials dealers, brick and structural clay tile companies, wood pallet, roofing ,and sheet metal companies.

**RECRUITMENT PRACTICES USED**

Employees' referrals	38%	Hire unsolicited applicants	8%
Newspaper ads	54%	In-house promotion or transfer	31%
EDD	15%	Private employment agencies	8%

(Out of 13 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities: Dispatcher, Operations Supervisor, Driver Manager, Supervising Truck Driver, Crew Leader, Desk Manager, Maintenance Worker.

**Hours:** Most work full-time 41 hrs/wk. Few work temporary/on call 30 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code 921.683-050; 929.683-014**

For more information, see COG# N/A

Contra Costa County, 1995

**INSTRUCTIONAL AIDES****1995 SURVEY**

**DESCRIPTION:** Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils. **OES CODE 315211**

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 8%; **usually**, 33%; **sometimes**, 42%; and **never**, 17%. Training desired includes early childhood education courses, student aide experience, pre-employment medical examination and criminal clearance.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 17%; **usually**, 0%; **sometimes**, 50%; and **never**, 33%. Most responding employers report that 3 to 12 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Associate degree, 8%; Bachelor's degree, 17%. (Out of 12 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Oral reading skills	2.8
Classroom management skills	2.8
Ability to write effectively	2.7
Record keeping skills	2.3
Knowledge of early childhood development	2.3
Ability to apply teaching techniques	2.1
Ability to administer emergency first aid	2.0
Possession of an Early Childhood Dev. Certificate	1.8
Ability to operate audiovisual equipment	1.5
Musical skills	0.9
Ability to type at least 45 wpm	0.9

**Basic**

Ability to read and follow instructions	3.0
Oral communication skills	3.0
Ability to write legibly	2.9
Basic math skills	2.0

**Personal Or Other**

Ability to handle crisis situations	2.9
Ability to work independently	2.9
Ability to exercise patience	2.9
Willingness to work with close supervision	2.8
Understanding of a variety of cultures	2.5

**Physical**

Ability to pass a pre-employment medical examination	1.5
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**New skills desired:** Computer skills including Internet.

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Very Large (3527 to 3832 by 1999)

Projected new jobs: 305

Openings due to separations: 237

Projected growth between 1992-1999 is slower than average, 8.6%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT****Degree of difficulty employers have finding qualified applicants :**

Employers reported little difficulty finding experienced and inexperienced applicants who met their hiring standards.

**Many** or 50% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 33% expect it to grow. **Some** or 17% expect it to decline. Responding employers reported 64 persons were hired in this occupation during the last 12 months. Of these, **many** 36% were from growth, **many** 41% from turnover and **some** 23% from promotions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%**

Contra Costa County, 1995

**489 Jobs Represented****INSTRUCTIONAL AIDES****HOURLY WAGES**

EXPERIENCE	UNION			NON-UNION		
	LOW	HIGH	MEDIAN	LOW	HIGH	MEDIAN
New hires, no experience	\$7.05	\$ 9.32	\$8.19	\$6.30	\$ 8.00	\$ 7.00
New hires, experienced	\$7.05	\$10.00	\$8.39	\$8.00	\$15.62	\$ 8.00
Experienced, 3 Yrs with Firm	\$8.11	\$10.50	\$9.06	\$9.00	\$18.23	\$11.00

(Out of 12 firms responding, 8 firms are union)

**BENEFITS****Offered F/T employees:**

Medical insurance	75%
Dental insurance	75%
Vision insurance	50%
Life insurance	58%
Paid sick leave	75%
Paid vacation	67%
Retirement plan	58%
Child care	8%

**Offered P/T employees:**

Medical insurance	42%
Dental insurance	42%
Vision insurance	25%
Life insurance	17%
Paid sick leave	50%
Paid vacation	50%
Retirement plan	42%
Child care	8%

(Out of 12 firms, all answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Elementary and secondary schools, child day care services.

**RECRUITMENT PRACTICES USED**

Employees' referrals	50%	Hire unsolicited applicants	33%
Newspaper ads	83%	In-house promotion or transfer	50%
EDD	8%	Private employment agencies	17%
Private school referrals	25%	Public school or program referrals	17%

(Out of 12 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities: Clerical positions, Teacher, Assistant Teacher and Administrative positions with appropriate education.

**Hours:** Few work full-time 39 hrs/wk. Most work part-time 10 hrs/wk.

**MACHINISTS****1995 SURVEY**

**DESCRIPTION:** Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions of parts to be replaced, and they plan sequences of operations. **OES Code 891080**

**NOTE:** All but one employer within the major employing industry refused to respond to this survey.

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 0%; **sometimes**, 18%; and **never**, 82%. Training desired includes apprenticeship training.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 64%; **usually**, 36%; **sometimes**, 0%; and **never**, 0%. Most responding employers report that 3 to 48 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college, 27%.  
(Out of 11 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Ability to use hand tools	2.8
Ability to operate metal lathes	2.6
Shop math skills	2.6
Ability to use precision tools	2.6
Ability to read blueprints	2.5
Ability to set up grinders	2.5
Ability to operate drill presses	2.5
Ability to write effectively	2.3
Ability to keep maintenance and repair logs	2.3
Ability to change bearings, sprockets, and belts	2.1
Ability to set up boring machines	2.1
Ability to operate numerically controlled machines	1.8
Ability to operate computer numerically controlled machines	1.6
Understanding of military specifications	0.6

**Basic**

Ability to read and follow instructions	2.8
Oral communication skills	2.6
Ability to write legibly	2.5

**Physical**

Ability to perform precision work	2.7
Manual dexterity	2.6
Good eye-hand coordination	2.6
Good vision	2.5
Ability to stand continuously for 2 or more hours	2.5
Ability to lift at least 50 lbs. repeatedly	2.2

**Personal Or Other**

Ability to work independently	2.8
Willingness to work with close supervision	2.4
Ability to provide own hand tools	1.8

**New skills desired:** Computer based CNC programming

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Medium (618 to 663 by 1999)

Projected new jobs: 45

Openings due to separations: 96

Projected growth between 1992-1999 is slower than average, 7.3%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT****Degree of difficulty employers have finding qualified applicants :**

Employers reported some difficulty finding experienced and inexperienced applicants who met their hiring standards.

**Most** or 55% of employers responding expect this occupation's employment to grow over the next 3 years, **many** or 36% expect it remain stable. A **few** or 9% expect it to decline. Responding employers reported 18 persons were hired in this occupation during the last 12 months. Of these, **few** 6% were from growth, **some** 28% from turnover and **most** 67% from temporary/on call positions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%** Contra Costa County, 1995

## HOURLY WAGES

## NON-UNION

EXPERIENCE	LOW	HIGH	MEDIAN
New hires, no experience	\$10.00	\$15.23	\$12.62
New hires, experienced	\$ 9.59	\$23.97	\$17.25
Experienced, 3 Yrs with Firm	\$14.38	\$ 23.97	\$18.25

## BENEFITS

## Offered F/T employees:

Medical insurance	80%
Dental insurance	60%
Vision insurance	50%
Life insurance	50%
Paid sick leave	70%
Paid vacation	90%
Retirement plan	30%

(Out of 11 firms, 10 answered this question)

## MAJOR EMPLOYING INDUSTRIES (In survey area)

Industrial and commercial machinery and equipment companies, special die and tools companies and electrical testing companies.

## RECRUITMENT PRACTICES USED

Employees' referrals	36%	Hire unsolicited applicants	18%
Newspaper ads	73%	In-house promotion or transfer	18%
EDD	18%	Public school or program referrals	9%

(Out of 11 firms responding, all answered this question)

## OTHER INFORMATION

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities: Experimental Machinist and Supervising Machinist.

**Hours:** Most work full time 40 hrs/wk. Some work temporary/on call 40 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code: 600.280-022**

For more information, see COG# 9

Contra Costa County, 1995



**MECHANICAL ENGINEERS****1995 SURVEY**

**DESCRIPTION:** Mechanical Engineers perform a variety of engineering work in the planning and designing of tools, engines, machines, and other mechanically functioning equipment; and oversee installation, operation, maintenance, and repair of such equipment, including centralized heat, gas, water, and steam systems. Does not include Sales Engineers. **OES Code 221350**

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 0%; **sometimes**, 56%; and **never**, 44%. Training desired includes bachelor degree in engineering, auto cad certification and state registration.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 63%; **usually**, 38%; **sometimes**, 0%; and **never**, 0%. Most responding employers report that 12 to 120 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college, 100%; AA degree, 0%; Bachelor's degree, 81%. Graduate study, 13%. (Out of 16 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Ability to write effectively	2.5
Computer assisted design (CAD) skills	2.2
Knowledge of Computer Aided Engineering	2.1
Ability to perform advanced mathematical computations	2.1
Ability to do engineering programming	1.8
Familiarity with computer applications in research	1.5
Computer integrated manufacturing (CIM) CAD skills	0.9

**Basic**

Ability to read and follow instructions	2.9
Oral communication skills	2.7
Ability to write legibly	2.6

**Personal Or Other**

Ability to work as part of a team	2.8
Ability to work independently	2.6
Ability to work under pressure	2.5
Willingness to work irregular hours	2.1
Willingness to travel	2.1

**New skills desired:** Computer skills, specifically computer assisted design (CAD) skills.

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Medium (538 to 653 by 1999)

Projected new jobs: 115

Openings due to separations: 86

Projected growth between 1992-1999 is much faster than average, 21.4%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT****Degree of difficulty employers have finding qualified applicants :**

Employers reported some difficulty finding experienced applicants who met their hiring standards, but little difficulty finding inexperienced applicants.

**Many** or 50% of employers responding expect this occupation's employment to grow over the next 3 years, **many** or 38% expect it to remain stable. **Some** or 13% expect it to decline. Responding employers reported 18 persons were hired in this occupation during the last 12 months. Of these, **many** 39% were from growth, **some** 33% from turnover and **some** 28% from temporary/on call positions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%**

Contra Costa County, 1995

## HOURLY WAGES

## NON-UNION

EXPERIENCE	LOW	HIGH	MEDIAN
New hires, no experience	\$ 8.00	\$16.75	\$12.34
New hires, experienced	\$15.00	\$33.50	\$20.79
Experienced, 3 Yrs with Firm	\$17.00	\$40.00	\$26.37

## BENEFITS

## Offered F/T employees:

Medical insurance	100%
Dental insurance	63%
Vision insurance	44%
Life insurance	63%
Paid sick leave	100%
Paid vacation	100%
Retirement plan	63%

## Offered P/T employees:

Medical insurance	13%
Dental insurance	13%
Vision insurance	0%
Life insurance	6%
Paid sick leave	19%
Paid vacation	19%
Retirement plan	6%

(Out of 16 firms, all answered this question)

## MAJOR EMPLOYING INDUSTRIES (In survey area)

Industrial and commercial machinery and equipment companies, engineering services.

## RECRUITMENT PRACTICES USED

Employees' referrals	81%	Hire unsolicited applicants	25%
Newspaper ads	75%	In-house promotion or transfer	19%
EDD	19%	Private employment agencies	6%
Private school referral	13%	Public school or program referrals	25%

(Out of 16 firms responding, all answered this question)

## OTHER INFORMATION

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities: Project Engineer, Senior Engineer, and Design Engineer.

**Hours:** Most work full-time 40 hrs/wk. Few work part-time 29 hrs/wk. Some work temporary/on call 33 hrs/wk. Few work seasonal 40 hrs/wk.

**PAINTERS, PAPERHANGERS - CONSTRUCTION AND MAINTENANCE****1995 SURVEY**

**DESCRIPTION:** Painters paint walls, equipment, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric. **OES Code 874020**

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 20%; **sometimes**, 60%; and **never**, 20%. Training desired includes apprenticeship training.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 13%; **usually**, 53%; **sometimes**, 20%; and **never**, 13%. Most responding employers report that 1 to 36 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college, 0%; AA degree, 0%; Bachelor's degree, 0%. (Out of 15 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Knowledge of paints and related chemicals	2.7
Brush painting skills	2.5
Roller painting skills	2.5
Spray painting skills	2.5
Ability to use and read a tape measure	2.3
Surface preparation skills	1.9
Drywall installation and repair skills	1.5

**Physical**

Ability to work from ladders and scaffolds	2.9
Ability to tolerate dust and paint fumes	2.8
Ability to stand continuously for 2 or more hours	2.8
Possession of good color perception	2.6
Ability to lift at least 50 lbs. repeatedly	2.5

**Basic**

Ability to read and follow instructions	2.9
Oral communication skills	2.6
Ability to write legibly	2.5
Basic math skills	2.1

**Personal Or Other**

Ability to pay attention to detail	3.0
Possession of a reliable vehicle	2.7
Willingness to work with close supervision	2.6
Ability to work independently	2.6
Customer service skills	2.5

**New skills desired:** Safety training.

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Large (954 to 1090 by 1999)

Projected new jobs: 136

Openings due to separations: 156

Projected growth between 1992-1999 is faster than average, 14.3%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT****Degree of difficulty employers have finding qualified applicants :**

Employers report little difficulty finding experienced and inexperienced qualified applicants who meet their hiring standards.

**Most** or 53% of employers responding expect this occupation's employment to remain stable over the next 3 years, while **many** or 47% expect it to grow. Responding employers reported 86 persons were hired in this occupation during the last 12 months. Of these, **some** 20% were from growth, **few** 1% from promotions, **some** 15% from turnover and **most** 64% from temporary/on call positions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%** Contra Costa County, 1995

**212 Jobs Represented****PAINTER, PAPERHANGERS - CONSTRUCTION AND MAINTENANCE****HOURLY WAGES**

<b>EXPERIENCE</b>	<b>NON-UNION</b>			<b>UNION</b>		
	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>
<b>New hires, no experience</b>	<b>\$ 6.00</b>	<b>\$12.00</b>	<b>\$ 8.00</b>	<b>\$ 7.00</b>	<b>\$12.00</b>	<b>\$ 7.67</b>
<b>New hires, experienced</b>	<b>\$ 9.50</b>	<b>\$15.00</b>	<b>\$11.00</b>	<b>\$15.00</b>	<b>\$25.00</b>	<b>\$20.86</b>
<b>Experienced, 3 Yrs with Firm</b>	<b>\$12.00</b>	<b>\$18.00</b>	<b>\$17.00</b>	<b>\$19.57</b>	<b>\$26.37</b>	<b>\$23.00</b>

(Out of 15 firms responding, 6 firms are union)

**BENEFITS****Offered F/T employees:**

Medical insurance	100%
Dental insurance	77%
Vision insurance	62%
Life insurance	23%
Paid sick leave	31%
Paid vacation	62%
Retirement plan	62%

**Offered P/T employees:**

Medical insurance	15%
Dental insurance	15%
Vision insurance	15%
Life insurance	8%
Paid sick leave	15%
Paid vacation	15%
Retirement plan	8%

(Out of 15 firms, all answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

General contractors, residential construction, subdividers and developers, painting and paper hanging.

**RECRUITMENT PRACTICES USED**

Employees' referrals	67%	Hire unsolicited applicants	60%
Newspaper ads	40%	In-house promotion or transfer	7%
EDD	13%	Private employment agencies	7%
Union hall referrals	33%		

(Out of 15 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities: Foreman Painter, Estimator/Supervisor, Superintendent and Journeyman Painter.

**Hours:** Most work full time 40 hrs/wk. Few work part-time 30 hrs/wk. Some work temporary /on call 20 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code: 840.381-010**

For more information, see COG#148

Contra Costa County, 1995

**PERSONNEL, TRAINING, AND LABOR RELATIONS MANAGERS****1995 SURVEY**

**DESCRIPTION:** Personnel, Training, and Labor Relations Managers plan, organize, direct, control, or coordinate the personnel, training or labor relations activities of an organization. Their work involves establishing employer-relations policies; directing the selection, training, and evaluation of employees; administering benefits, safety, and recreation programs; developing wage and salary schedules; coordinating bargaining activities; and advising on labor contract administration. **OES CODE 130050**

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 6%; **usually**, 6%; **sometimes**, 25%; and **never**, 63%. Training desired includes human resources management courses, bachelor or master degree, degree in public administration and human resources management experience.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 94%; **usually**, 6%. Most responding employers report that 12 to 60 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Bachelor's degree, 69%; Graduate study, 25%. (Out of 16 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Ability to manage an activity or department	3.0
Personnel interviewing skills	3.0
Ability to write effectively	3.0
Ability to write job specifications	2.9
Negotiation skills	2.9
Understanding of the collective bargaining process	2.9
Ability to explain and follow grievance procedures	2.9
Understanding of labor relations practices	2.9
Ability to conduct performance appraisals	2.8
Understanding of employee benefit programs	2.8
Knowledge of personnel classification procedures	2.8
Ability to hire and assign personnel	2.8
Personnel recruiting skills	2.7
Office management skills	2.7

**Technical Continue**

Ability to plan and organize the work of others	2.6
Business math skills	2.3
<b>Basic</b>	
Oral communication skills	3.0
<b>Personal Or Other</b>	
Ability to work independently	2.9
Leadership skills	2.9
Ability to motivate others	2.8
Ability to work under pressure	2.8
Willingness to work nights, weekends, and holidays	1.9
Willingness to travel	1.5

**New skills desired:** Knowledge of new employment & labor laws, EEO issues, advanced computer skills, organizational development.

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Medium (674 to 755 by 1999)

Projected new jobs: 81

Openings due to separations: 129

Projected growth between 1992-1999 is average, 12.0%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT****Degree of difficulty employers have finding qualified applicants :**

Employers reported some difficulty finding experienced applicants and great difficulty in finding inexperienced applicants who met their hiring standards.

**Most** or 81% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 19% expect it to grow. Responding employers reported 8 persons were hired in this occupation during the last 12 months. Of these, **most** 63% were from turnover, and **many** 38% from promotions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%**

Contra Costa County, 1995

**22 Jobs Represented****PERSONNEL, TRAINING, AND LABOR RELATIONS MANAGERS****HOURLY WAGES****NON-UNION**

<b>EXPERIENCE</b>	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>
<b>New hires, no experience</b>	<b>\$ N/A</b>	<b>\$N/A</b>	<b>\$N/A</b>
<b>New hires, experienced</b>	<b>\$ 19.18</b>	<b>\$40.51</b>	<b>\$27.22</b>
<b>Experienced, 3 Yrs with Firm</b>	<b>\$21.58</b>	<b>\$55.69</b>	<b>\$34.32</b>

(Out of 16 firms responding, none is union)

**BENEFITS****Offered F/T employees:**

Medical insurance	94%
Dental insurance	94%
Vision insurance	56%
Life insurance	94%
Paid sick leave	88%
Paid vacation	94%
Retirement plan	94%

**Offered P/T employees:**

Medical insurance	6%
Dental insurance	6%
Vision insurance	6%
Life insurance	6%
Paid sick leave	6%
Paid vacation	6%
Retirement plan	6%

(Out of 16 firms, all answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Legislative offices, general medical and surgical hospitals, communication services, and utilities companies.

**RECRUITMENT PRACTICES USED**

Employees' referrals	25%	Hire unsolicited applicants	13%
Newspaper ads	75%	In-house promotion or transfer	63%
EDD	13%	Private employment agencies	44%
Private school referrals	6%	Public school or program referrals	13%

(Out of 16 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities:

Assistant City manager, Director, top positions in the field.

**Hours:** Most work full-time 40 hrs/wk. Few work part-time 30 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code: 166.117-018**

For more information, see COG# 135

Contra Costa County, 1995

**PEST CONTROLLERS AND ASSISTANTS****1995 SURVEY**

**DESCRIPTION:** Pest Controllers and Pest Control Assistants spray or release chemical solutions or toxic gases and set mechanical traps to kill pests and vermin such as mice, termites, and roaches that infest buildings and surrounding areas.  
**OES Code 670080**

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 7%; **usually**, 20%; **sometimes**, 47%; and **never**, 27%. Training desired includes licensing by state pest control board, and licensed applicator.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 13%; **usually**, 20%; **sometimes**, 47%; and **never**, 20%. Most responding employers report that 6 to 60 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college, 13%; AA degree, 0%; Bachelor's degree, 0%. (Out of 15 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Ability to implement safe work practices	3.0
Possession of a valid driver's license	3.0
Ability to apply principles of haz & toxic waste disposal	2.8
Possession of a Pest Control Applicator Certificate	2.4
Possession of a Pest Control license	2.2
Ability to read blueprints	1.3

**Personal Or Other**

Possession of a good DMV driving record	2.9
Ability to work independently	2.9
Public contact skills	2.8
Willingness to work with close supervision	2.4

**Basic**

Ability to read and follow instructions	3.0
Oral communication skills	2.9
Basic math skills	2.6
Ability to write legibly	2.5

**Physical**

Ability to climb ladders	2.5
Ability to tolerate dust and unpleasant odors	2.3
Ability to climb to high places	1.8
Ability to lift at least 50 lbs. repeatedly	1.8

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Small (109 to 145 by 1999)

Projected new jobs: 36

Openings due to separations: 17

Projected growth between 1992-1999 is much faster than average, 33.0%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT****Degree of difficulty employers have finding qualified applicants :**

Employers reported some difficulty finding experienced and inexperienced applicants who meet their hiring standards.

**Most** or 60% of employers responding expect this occupation's employment to grow over the next 3 years, **many** or 40% expect it to remain stable. Responding employers reported 25 persons were hired in this occupation during the last 12 months. Of these, **most** 52% were from growth, **few** 8% from promotions, **some** 32% from turnover and **few** 8% from temporary/on call positions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%**

Contra Costa County, 1995

**92 Jobs Represented****PEST CONTROLLERS AND ASSISTANTS****HOURLY WAGES****NON-UNION**

<b>EXPERIENCE</b>	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>
<b>New hires, no experience</b>	<b>\$ 6.50</b>	<b>\$15.00</b>	<b>\$ 8.32</b>
<b>New hires, experienced</b>	<b>\$ 6.90</b>	<b>\$15.00</b>	<b>\$10.00</b>
<b>Experienced, 3 Yrs with Firm</b>	<b>\$8.00</b>	<b>\$28.00</b>	<b>\$14.00</b>

Some firms offer tips/commissions  
(Out of 15 firms responding, none is union)

**BENEFITS****Offered F/T employees:**

Medical insurance	100%
Dental insurance	29%
Vision insurance	29%
Life insurance	29%
Paid sick leave	64%
Paid vacation	100%
Retirement plan	36%

(Out of 15 firms, 14 answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Disinfect and exterminate services, lawn and garden services

**RECRUITMENT PRACTICES USED**

Employees referrals	73%	Hire unsolicited applicants	33%
Newspaper ads	67%	In-house promotion or transfer	33%
EDD	20%	Private employment agencies	7%

(Out of 15 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities:  
Route Sales/Manager, Inspector Manager, Superintendent, Manager.

**Hours:** Most work full-time 41 hrs/wk. Few work part-time 18 hrs/wk. Few work temporary/on call 20 hrs/wk.



**PHARMACY TECHNICIANS****1995 SURVEY**

**DESCRIPTION:** Pharmacy Technicians fill orders for unit doses and prepackaged pharmaceuticals and perform other related duties under the supervision and direction of a pharmacy supervisor or staff pharmacist. Their duties include keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations, and informing the supervisor of stock needs and shortages. They may clean equipment used in the performance of duties and assist in the care and maintenance of equipment and supplies. **OES Code 325181**

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 0%; **sometimes**, 88%; and **never**, 13%. Training desired includes pharmacy technician certification and license.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 31%; **usually**, 63%; **sometimes**, 0%; and **never**, 6%. Most responding employers report that 6 to 60 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college, 38%; AA degree, 6%; Bachelor's degree, 13%. (Out of 16 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Ability to accurately record and report information	2.8
Ability to follow govt. regs. and reporting requirements	2.8
Ability to write effectively	2.5
Ability to type at least 30 wpm	2.3
Ability to measure and calculate using metrics	2.1
Ability to complete and explain insurance forms	2.0
Ability to calculate weights and measurements	1.8
Ability to apply sterilization techniques	1.5
Knowledge of chemical compounds	1.5

**Physical**

Ability to lift at least 40 lbs. repeatedly	1.4
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**Basic**

Ability to read and follow instructions	3.0
Oral communication skills	3.0
Ability to write legibly	2.9
Basic math skills	2.8

**Personal Or Other**

Ability to pay attention to detail	3.0
Ability to work independently	2.9
Public contact skills	2.7
Willingness to work with close supervision	2.7

**New skills desired:** Knowledge of third party insurance, pharmacy law, unit dose packaging .

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Small (255 to 292 by 1999)

Projected new jobs: 37

Openings due to separations: 23

Projected growth between 1992-1999 is faster than average, 14.5%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT****Degree of difficulty employers have finding qualified applicants :**

Employers reported some difficulty finding experienced and inexperienced applicants who met their hiring standards.

**Most** or 81% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 13% expect it to grow. A **few** or 6% expect it to decline. Responding employers reported 10 persons were hired in this occupation during the last 12 months. Of these, **some** 20% were from growth, **some** 20% from promotions, **most** 50% from turnover and **few** 10% from temporary/on call positions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%** Contra Costa County, 1995

**56 Jobs Represented****PHARMACY TECHNICIANS****HOURLY WAGES**

<b>EXPERIENCE</b>	<b>NON-UNION</b>			<b>UNION</b>		
	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>
<b>New hires, no experience</b>	<b>\$4.50</b>	<b>\$13.00</b>	<b>\$ 9.00</b>	<b>\$6.50</b>	<b>\$ 9.00</b>	<b>\$ 7.75</b>
<b>New hires, experienced</b>	<b>\$7.25</b>	<b>\$15.00</b>	<b>\$10.00</b>	<b>\$7.50</b>	<b>\$10.00</b>	<b>\$ 8.75</b>
<b>Experienced, 3 Yrs with Firm</b>	<b>\$9.50</b>	<b>\$18.00</b>	<b>\$12.50</b>	<b>\$9.50</b>	<b>\$12.00</b>	<b>\$10.75</b>

(Out of 16 firms responding, 2 firms are union)

**BENEFITS****Offered F/T employees:**

Medical insurance	87%
Dental insurance	60%
Vision insurance	53%
Life insurance	40%
Paid sick leave	87%
Paid vacation	87%
Retirement plan	67%
Child care	20%

**Offered P/T employees**

Medical insurance	27%
Dental insurance	27%
Vision insurance	13%
Life insurance	7%
Paid sick leave	20%
Paid vacation	20%
Retirement plan	13%
Child care	0%

(Out of 16 firms, 15 answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

General medical and surgical hospitals and pharmaceutical preparation stores.

**RECRUITMENT PRACTICES USED**

Employees' referrals	81%	Hire unsolicited applicants	19%
Newspaper ads	63%	Public school or program referrals	19%
Private employment agencies	13%	In-house promotions or transfer	31%

(Out of 16 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupation as promotional opportunities:  
Pharmacy Buyer.

**Hours:** Most work full-time 39 hrs/wk. Some work part-time 31 hrs/wk. Some work temporary/on call 13 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code: 074.382-010**

For more information, see COG# 456

Contra Costa County, 1995

**DESCRIPTION:** Therapeutic Radiologic Technologists use ionizing radiation producing equipment to administer therapeutic doses of radiation as prescribed by the physician for the treatment of disease. They may also perform mathematical calculations using computers to develop detailed treatment plans. They are also known as Radiation Therapy Technologists. **OES Code 329170**

### **TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 0%; **sometimes**, 33%; and **never**, 67%. Training desired includes licensing from the State of California and prior experience in the occupation.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 67%; **usually**, 33%; **sometimes**, 0%; and **never**, 0%. Most responding employers report that 24 to 60 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college, 33%; AA degree, 67%.  
(Out of 3 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

#### **Technical**

Ability to use film developing equipment	3.0
Record keeping skills	3.0
Ability to follow safe equipment operating practices	3.0
Ability to apply transferring techniques moving patients	3.0
ARRT Registration	3.0
Possession of a State CRT Certificate	3.0
Knowledge of medical terminology	3.0
Ability to detect abnormal signs or reactions in patients	3.0
Ability to use dosimeter	2.7
Ability to write effectively	2.3
Ability to perform fluoroscopic simulation	2.3
Knowledge of geometry	2.0
Knowledge of algebra	1.7
Ability to administer magnetic resonance imaging	1.3

#### **Basic**

Ability to read and follow instructions	3.0
Ability to write legibly	2.7
Oral communication skills	2.7

#### **Personal Or Other**

Public contact skills	3.0
Ability to work independently	2.7
Ability to work under pressure	2.7
Willingness to work with close supervision	1.7

#### **Physical**

Ability to lift and move patients	3.0
Ability to stand continuously for 2 or more hours	3.0

### **SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Small (149 to 191 by 1999)

Projected new jobs: 42

Openings due to separations: 17

Projected growth between 1992-1999 is much faster than average, 28.2%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

### **SUPPLY/DEMAND ASSESSMENT**

#### **Degree of difficulty employers have finding qualified applicants :**

Employers reported little difficulty in finding experienced and inexperienced applicants who met their hiring standards. One employer reported contracting out for this service to other medical facilities.

**All** employers responding expect this occupation's employment to remain stable over the next 3 years. Responding employers reported 2 persons were hired in this occupation during the last 12 months. Of these, one was from growth and one from turnover.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%** Contra Costa County, 1995

**51 Jobs Represented****RADIOLOGIC TECHNOLOGISTS - THERAPEUTIC****HOURLY WAGES**

EXPERIENCE	UNION			NON-UNION		
	LOW	HIGH	MEDIAN	LOW	HIGH	MEDIAN
New hires, no experience	\$17.38	\$17.38	\$17.38	\$16.51	\$16.51	\$16.51
New hires, experienced	\$14.38	\$20.13	\$17.26	\$20.46	\$20.46	\$20.46
Experienced, 3 Yrs with Firm	\$21.09	\$21.58	\$21.33	\$23.69	\$23.69	\$23.69

(Out of 3 firms responding, 2 firms are union)

**BENEFITS****Offered F/T employees:**

Medical insurance	100%
Dental insurance	100%
Vision insurance	100%
Life insurance	100%
Paid sick leave	100%
Paid vacation	100%
Retirement plan	100%

**Offered P/T employees**

Medical insurance	67%
Dental insurance	67%
Vision insurance	67%
Life insurance	67%
Paid sick leave	67%
Paid vacation	67%
Retirement plan	67%

(Out of 3 firms, all answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

General medical & surgical hospitals.

**RECRUITMENT PRACTICES USED**

Employees' referrals	100%	Public school or program referrals	33%
Newspaper ads	67%	Private school referrals	33%
Hire unsolicited applicants	33%	In-house promotions or transfer	67%

(Out of 3 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities:  
Chief or Supervising Radiologic Technologist.

**Hours:** Many work full-time 40 hrs/wk. Some work part-time 25 hrs/wk. Many work temporary/on call 18 hrs/wk.

**DESCRIPTION:** Secretaries relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Does not include medical and legal secretaries. **OES Code 551080**

### TRAINING , EXPERIENCE & OTHER REQUIREMENTS

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 12%; **sometimes**, 82%; and **never**, 6%. Training desired includes word processing, general office skills and software skills.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 35%; **usually**, 41%; **sometimes**, 24%; and **never**, 0%. Most responding employers report that 6 to 36 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college, 53%; AA degree, 6%; Bachelor's degree, 6%. (Out of 17 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

#### Technical

Telephone answering skills	2.9
Proofreading skills	2.7
English grammar, spelling, and punctuation skills	2.6
Ability to write effectively	2.6
Ability to use word processing software	2.4
Alphabetic and numeric filing skills	2.3
Ability to maintain an appointment calendar	2.2
Ability to use spreadsheet software	1.9
Ability to type at least 60 wpm	1.6
Ability to follow billing procedures	1.4
Ability to operate a transcribing machine	0.9
Ability to take dictation at 100 wpm or more	0.6

#### Basic

Ability to read and follow instructions	2.9
Ability to write legibly	2.8
Oral communication skills	2.8
Basic math skills	2.4

#### Personal Or Other

Ability to work independently	2.9
Willingness to work with close supervision	2.4

**New skills desired:** Windows 95 and Internet skills.

### SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Very Large (5847 to 6054 by 1999)

Projected new jobs: 207

Openings due to separations: 901

Projected growth between 1992-1999 is slower than average, 3.5%.

(avg growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

### SUPPLY/DEMAND ASSESSMENT

#### Degree of difficulty employers have finding qualified applicants :

Employers reported little difficulty hiring either inexperienced or experienced applicants who met their hiring standards.

**Most** or 56% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 31% expect it to grow. **Some** or 13% expect it to decline. Responding employers reported 74 persons were hired in this occupation during the last 12 months. Of these, **some** 19% were from growth, **many** 49% from promotions, **many** 30% from turnover and **few** 3% from temporary/on call positions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%** Contra Costa County, 1995

**207 Jobs Represented****SECRETARIES, GENERAL****HOURLY WAGES**

EXPERIENCE	NON-UNION			UNION		
	LOW	HIGH	MEDIAN	LOW	HIGH	MEDIAN
New hires, no experience	\$6.71	\$12.12	\$ 9.00	\$ 9.06	\$ 9.54	\$ 9.30
New hires, experienced	\$7.19	\$13.23	\$10.97	\$ 9.06	\$12.07	\$11.21
Experienced, 3 Yrs with Firm	\$8.63	\$16.11	\$13.50	\$10.71	\$14.65	\$13.01

(Out of 17 firms responding, 3 firms are union).

**BENEFITS****Offered F/T employees:**

Medical insurance	94%
Dental insurance	94%
Vision insurance	76%
Life insurance	76%
Paid sick leave	76%
Paid vacation	88%
Retirement plan	71%
Child care	12%

**Offered P/T employees**

Medical insurance	12%
Dental insurance	12%
Vision insurance	6%
Life insurance	6%
Paid sick leave	18%
Paid vacation	18%
Retirement plan	12%
Child care	0%

(Out of 17 firms, all answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Help supply services, insurance agents, employment agencies, general medical and surgical hospitals, elementary and secondary schools, real estate agents.

**RECRUITMENT PRACTICES USED**

Employees referrals	76%	Hire unsolicited applicant	18%
Newspaper ads	82%	Public/private school or program referrals	42%
EDD	29%	Private employment agencies	12%
Union hall referrals	6%	In-house promotions or transfers	53%

(Out of 17 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities: Administrative Secretary, Manager, Claim Examiner, Escrow Manager, and contract union positions.

**Hours:** Most work full-time 40 hrs/wk. Few work part-time 23 hrs/wk. Few work temporary/on call 40 hrs/wk.

**STOCK CLERKS - STOCKROOM, WAREHOUSE, STORAGE YARD****1995 SURVEY**

**DESCRIPTION:** Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. Does not include Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking. **OES CODE 580230**

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 25%; **sometimes**, 25%; and **never**, 50%. Training desired includes fork lift certification, previous warehouse, shipping and receiving training, and on-the-job training.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 0%; **usually**, 19%; **sometimes**, 56%; and **never**, 25%. Most responding employers report that 3 to 12 months experience meet their qualifications.

**Education of recent hires:** Less than high school, 13%; High school grad/equivalent, 87%; Some college, 13%; (Out of 16 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Ability to stock shelves	2.4
Understanding of inventory techniques	2.3
Labeling skills	2.1
Bondable	1.6
Ability to operate a fork lift	1.5
Record keeping skills	1.4
Possession of a valid Class B driver's license	0.7

**Physical**

Ability to lift at least 50 lbs. repeatedly	2.6
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**Basic**

Ability to follow oral instructions	2.8
Ability to read and follow instructions	2.8
Oral communication skills	2.6
Ability to write legibly	2.3
Basic math skills	2.2

**Personal Or Other**

Ability to work independently	2.8
Willingness to work with close supervision	2.6
Public contact skills	2.4

**New skills desired:** Computer skills, ability to use cash register.

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Large (1805 to 1957 by 1999)

Projected new jobs: 152

Openings due to separations: 292

Projected growth between 1992-1999 is slower than average, 8.4%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT****Degree of difficulty employers have finding qualified applicants :**

Employers reported some difficulty finding experienced applicants and little difficulty finding inexperienced applicants who met their hiring standards.

**Most** or 75% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 19% expect it to grow. A **few** or 6% expect it to decline. Responding employers reported 102 persons were hired in this occupation during the last 12 months. Of these, **some** 21% were from growth, **few** 6% from promotions, **some** 22% from turnover and **most** 52% from temporary/on call positions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%**

Contra Costa County, 1995

**294 Jobs Represented****STOCK CLERKS - STOCKROOM, WAREHOUSE, STORAGE YARD****HOURLY WAGES**

<b>EXPERIENCE</b>	<b>NON-UNION</b>			<b>UNION</b>		
	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>
<b>New hires, no experience</b>	<b>\$4.60</b>	<b>\$ 6.50</b>	<b>\$5.50</b>	<b>\$ 5.00</b>	<b>\$11.03</b>	<b>\$ 8.10</b>
<b>New hires, experienced</b>	<b>\$5.00</b>	<b>\$ 8.00</b>	<b>\$6.50</b>	<b>\$ 6.75</b>	<b>\$11.99</b>	<b>\$ 8.19</b>
<b>Experienced, 3 Yrs with Firm</b>	<b>\$7.00</b>	<b>\$11.00</b>	<b>\$7.55</b>	<b>\$10.00</b>	<b>\$15.83</b>	<b>\$13.90</b>

(Out of 16 firms responding, 5 firms are union)

**BENEFITS****Offered F/T employees:**

Medical insurance	93%
Dental insurance	79%
Vision insurance	79%
Life insurance	71%
Paid sick leave	64%
Paid vacation	100%
Retirement plan	64%

**Offered P/T employees:**

Medical insurance	21%
Dental insurance	14%
Vision insurance	14%
Life insurance	14%
Paid sick leave	14%
Paid vacation	14%
Retirement plan	14%

(Out of 16 firms, 14 answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Department and groceries stores, building materials and hardware supply companies, auto and home supply stores.

**RECRUITMENT PRACTICES USED**

Employees' referrals	56%	Hire unsolicited applicants	56%
Newspaper ads	50%	In-house promotion or transfer	38%
EDD	38%	Private employment agencies	13%
Private school referrals	13%	Public school or program referrals	44%
Union hall referrals	25%		

(Out of 16 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities: Supervisor, Manager, Head Clerk, and Sales Associate.

**Hours:** Many work full-time 40 hrs/wk. Many work part-time 25 hrs/wk. Few work temporary/on call 35 hrs/wk. Few work seasonal 28 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code 222.387-058**

For more information, see COG# 74

Contra Costa County, 1995



**DESCRIPTION:** Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded. **OES CODE 313110**

### TRAINING , EXPERIENCE & OTHER REQUIREMENTS

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 20%; **usually**, 20%; **sometimes**, 47%; and **never**, 13%. Training desired includes California teaching credential and special education courses/credential.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 27%; **usually**, 33%; **sometimes**, 27%; and **never**, 13%. Most responding employers report that 6 to 60 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Bachelor's degree, 33%; Graduate study, 67%.  
(Out of 15 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

#### Technical

Classroom management skills	2.7
Ability to motivate others	2.6
Ability to plan and organize training programs	2.5
Ability to write effectively	2.5
Ability to use computers as a teaching tool	2.3
Bilingual skills	1.9
Ability to teach physical education	1.7
Sign language skills	1.1
Ability to read lips	0.8
Ability to read Braille	0.5

#### Basic

Oral communication skills	3.0
Basic math skills	2.8
Ability to write legibly	2.9

#### Personal Or Other

Interpersonal skills	2.7
Ability to work as part of a team	2.7
Ability to exercise patience	2.8
Ability to maintain classroom discipline	2.8
Ability to work independently	2.6
Imagination and creativity	2.6
Ability to handle crisis situations	2.5
Supervisory skills	2.1
Research skills	1.3
Willingness to travel	0.8

**New skills desired:** Multi-language skills, knowledge of diagnostic assessment, brain/learning styles and computer skills.

### SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Medium (801 to 981 by 1999)

Projected new jobs: 180

Openings due to separations: 59

Projected growth between 1992-1999 is much faster than average, 22.5%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

### SUPPLY/DEMAND ASSESSMENT

#### Degree of difficulty employers have finding qualified applicants :

Employers reported some difficulty finding experienced and inexperienced applicants who met their hiring standards.

**Most** or 60% of employers responding expect this occupation's employment to remain stable over the next 3 years, **many** or 40% expect it to grow. Responding employers reported 29 persons were hired in this occupation during the last 12 months. Of these, **some** 17% were from growth, **few** 7% from promotions, **most** 69% from turnover and **few** 7% from temporary/on call positions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%**

Contra Costa County, 1995

**375 Jobs Represented****TEACHERS - SPECIAL EDUCATION****HOURLY WAGES**

<b>EXPERIENCE</b>	<b>UNION</b>			<b>NON-UNION</b>		
	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>	<b>LOW</b>	<b>HIGH</b>	<b>MEDIAN</b>
New hires, no experience	\$12.98	\$16.51	\$13.53	\$ 8.50	\$12.95	\$10.75
New hires, experienced	\$11.51	\$18.92	\$14.34	\$11.51	\$20.00	\$14.96
Experienced, 3 Yrs with Firm	\$13.19	\$25.85	\$17.76	\$13.43	\$22.00	\$14.96

(Out of 15 firms responding, 10 firms are union)

**BENEFITS****Offered F/T employees:**

Medical insurance	100%
Dental insurance	93%
Vision insurance	86%
Life insurance	36%
Paid sick leave	86%
Paid vacation	14%
Retirement plan	64%

**Offered P/T employees:**

Medical insurance	14%
Dental insurance	21%
Vision insurance	21%
Life insurance	7%

(Out of 15 firms, 14 answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Elementary secondary schools and other educational services schools.

**RECRUITMENT PRACTICES USED**

Employees' referrals	40%	Hire unsolicited applicants	40%
Newspaper ads	60%	In-house promotion or transfer	53%
EDD	7%	Private employment agencies	13%
Private school referrals	47 %	Public school or program referrals	73%

(Out of 15 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities:  
Program Coordinator, Program Director, Principal and other administrative supervisor/management positions.

**Hours:** Most work full-time 37 hrs/wk. Few work part-time 17 hrs/wk.

**TRAFFIC, SHIPPING, AND RECEIVING CLERKS****1995 SURVEY**

**DESCRIPTION:** Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products.

**OES CODE 580280**

**NOTE:** Major employing industries refused to respond to this survey.

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 27%; **sometimes**, 33%; and **never**, 40%. Training desired includes fork lift and haz-mat certification, clerical and 10-key operator experience.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 20%; **usually**, 20%; **sometimes**, 33%; and **never**, 27%. Most responding employers report that 1 to 24 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college, 27%.  
(Out of 15 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Understanding of inventory techniques	2.3
Possession of a valid driver's license	2.3
Ability to use the US & private parcel post service	2.1
Ability to write effectively	2.1
Record keeping skills	2.1
Ability to plan and organize the work of others	2.0
Ability to operate a fork lift	1.9
Ability to type at least 30 wpm	1.4

**Physical**

Ability to stand continuously for 2 or more hours	2.4
Ability to lift at least 60 lbs. repeatedly	2.1

**Basic**

Ability to write legibly	2.7
Ability to read and follow instructions	2.7
Basic math skills	2.6
Oral communication skills	2.4

**Personal Or Other**

Ability to work under pressure	2.6
Ability to work independently	2.6
Willingness to work with close supervision	2.3

**New skills desired:** Computer skills including Windows 95.

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Large ( 1773 to 1992 by 1999)

Projected new jobs: 219

Openings due to separations: 158

Projected growth between 1992-1999 is average, 12.4%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT**

**Degree of difficulty employers have finding qualified applicants :**

Employers reported little difficulty finding experienced and inexperienced applicants who met their hiring standards.

**Most** or 73% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 27% expect it to grow. Responding employers reported 17 persons were hired in this occupation during the last 12 months. Of these, **some** 24% were from growth, **some** 24% from promotions, **some** 24% from turnover and **some** 29% from temporary/on call positions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%**

Contra Costa County, 1995

**95 Jobs Represented****TRAFFIC, SHIPPING, AND RECEIVING CLERKS****HOURLY WAGES**

EXPERIENCE	NON-UNION			UNION		
	LOW	HIGH	MEDIAN	LOW	HIGH	MEDIAN
New hires, no experience	\$5.00	\$14.38	\$ 8.00	\$ 8.19	\$ 8.19	\$ 8.19
New hires, experienced	\$6.90	\$14.38	\$ 9.50	\$ 8.19	\$18.15	\$16.23
Experienced, 3 Yrs with Firm	\$8.63	\$16.30	\$12.00	\$10.70	\$18.15	\$16.23

(Out of 15 firms responding, 3 firms are union)

**BENEFITS****Offered F/T employees:**

Medical insurance	100%
Dental insurance	100%
Vision insurance	60%
Life insurance	80%
Paid sick leave	80%
Paid vacation	93%
Retirement plan	93%
Child care	7%

**Offered P/T employees:**

Medical insurance	0%
Dental insurance	0%
Vision insurance	0%
Life insurance	0%
Paid sick leave	7%
Paid vacation	7%
Retirement plan	0%
Child care	0%

(Out of 15 firms, all answered this question)

**MAJOR EMPLOYING INDUSTRIES (In survey area)**

Grocery stores, automotive parts supply stores, freight transportation arrangement, and farm and garden machine equipment companies.

**RECRUITMENT PRACTICES USED**

Employees' referrals	53%	Hire unsolicited applicants	27%
Newspaper ads	73%	In-house promotion or transfer	40%
EDD	27%	Private employment agencies	13 %
Private school referrals	7%	Public school or program referrals	27%
Union hall referrals	13%		

(Out of 15 firms responding, all answered this question)

**OTHER INFORMATION**

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities:

Lead Warehouse person, Supervisor, Managers, Dispatcher, and Counter Sales.

**Hours:** Most work full-time 40 hrs/wk. Few work part-time 29 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code: 222.387-.050**

For more information, see COG# 63

Contra Costa County, 1995

**TRAVEL AGENTS****1995 SURVEY**

**DESCRIPTION:** Travel Agents plan entire trips for customers of their travel agency. Their duties include determining destination, modes of transportation, travel dates, costs, accommodations required, and planning, describing, or selling itinerary package tours. Travel Agents may specialize in foreign or domestic service, individual or group travel, specific geographical area, airplane charters, or package tours. **OES Code 430210**

**TRAINING , EXPERIENCE & OTHER REQUIREMENTS**

**Training:** Responding employers state that training is accepted as a substitute for experience **always**, 6%; **usually**, 0%; **sometimes**, 76%; and **never**, 18%. Training desired includes travel school training and certificate, Apollo and airline computer, basic office, computer, sales skills and on the job training.

**Previous work experience required:** Responding employers report that previous work experience is required **always**, 47%; **usually**, 24%; **sometimes**, 29%; and **never**, 0%. Most responding employers report that 3 to 60 months experience meet their qualifications.

**Education of recent hires:** High school grad/equivalent, 100%; Some college, 65%; AA degree, 6%; Bachelor's degree, 24%. (Out of 17 firms responding, all answered this question.)

**Skills and qualifications required were rated as follows:** Very Important • 3, 2, 1, 0 • Not Important

**Technical**

Record keeping skills	2.6
Knowledge of geography	2.6
Telephone answering skills	2.6
Ability to use Apollo®	2.4
Ability to write effectively	2.2
Ability to type at least 30 wpm	1.6
Ability to use Sabre®	1.2

**Basic**

Oral communication skills	2.9
Ability to read and follow instructions	2.8
Basic math skills	2.5
Ability to write legibly	2.4

**Personal Or Other**

Public contact skills	2.9
Ability to work under pressure	2.9
Ability to work independently	2.8
Willingness to work with close supervision	2.1

**New skills desired:** Group and cruise experience, expanded computer skills and updated Apollo skills and international travel

**SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)**

Size: Small (281 to 382 by 1999)

Projected new jobs: 101

Openings due to separations: 45

Projected growth between 1992-1999 is much faster than average, 35.9%.

(avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 11.9%)

**SUPPLY/DEMAND ASSESSMENT****Degree of difficulty employers have finding qualified applicants :**

Employers reported some difficulty finding experienced and inexperienced applicants who met their hiring standards.

**Most** or 53% of employers responding expect this occupation's employment to grow over the next 3 years, **many** or 41% expect it to remain stable. A **few** or 6% expect it to decline. Responding employers reported 31 persons were hired in this occupation during the last 12 months. Of these, **some** 19% were from growth, **few** 3% from promotions, **most** 68% from turnover and **some** 10% from temporary/on call positions.

**Most = more than 50%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%**

Contra Costa County, 1995

## HOURLY WAGES

EXPERIENCE	NON-UNION		
	LOW	HIGH	MEDIAN
New hires, no experience	\$5.00	\$ 8.63	\$ 6.50
New hires, experienced	\$6.00	\$12.96	\$10.00
Experienced, 3 Yrs with Firm	\$7.50	\$15.00	\$12.00

Some employers offer tips/commissions  
(Out of 17 firms, none is union)

## BENEFITS

## Offered F/T employees:

Medical insurance	73%
Dental insurance	40%
Vision insurance	20%
Life insurance	20%
Paid sick leave	73%
Paid vacation	93%
Retirement plan	13%
Child care	7%

## Offered P/T employees

Medical insurance	7%
Dental insurance	0%
Vision insurance	0%
Life insurance	0%
Paid sick leave	20%
Paid vacation	20%
Retirement plan	0%
Child care	0%

(Out of 17 firms, 15 answered this question)

## MAJOR EMPLOYING INDUSTRIES (In survey area)

Travel agencies, offices of passenger transportation arrangement

## RECRUITMENT PRACTICES USED

Employees' referrals	80%	Public school or program referrals	13%
Newspaper ads	60%	Private employment agencies	27%
Hire unsolicited applicants	20%	In-house promotions or transfers	7%
Private school referrals	40%		

(Out of 17 firms, 15 answered this question)

## OTHER INFORMATION

**Promotional Opportunities:** Responding employers listed the following occupations as promotional opportunities:  
Office Manager, Branch Manager, Regional Manager.

**Hours:** Most work full-time 40 hrs/wk. Some work part time 24 hrs/wk. Few work seasonal 10 hrs/wk.  
Some work temporary/on call 15 hrs/wk.